GP Access – Extended Access – Frequently Asked Questions

Q: What is this service?

This service provides you with an even wider range of extended hour appointments than before (evenings, weekends and Bank Holidays). You can now see a doctor/along with a wider range of clinicians through these additional pre-bookable and routine appointments.

Please note the appointment may not take place at your usual GP surgery, but at a GP surgery nearby. Your GP surgery will provide more information at the time of booking.

Q: How do I book?

Call your GP surgery during normal opening hours or call in and ask the receptionist. Appointments are available by pre-booked appointment only weekdays 6.30pm-8.00pm and at weekends and also Bank Holidays.

Q: How do I cancel?

Please call your surgery during its normal opening hours.

Q: What happens if I am late?

Unfortunately, if you are late you may not be seen. This is due to the time pressures of the clinics and also possible medical emergencies. Please allow plenty of time for parking, finding the location etc.

Q: What happens if I walk in without an appointment?

You will be referred back to the practice or normal out of hours services (NHS 111, or A&E) as appropriate.

Q: Can they do private letters, sick notes, medicals?

Unfortunately not - These appointments are for routine clinical services only.

Q: Can I get telephone advice?

No. For medical advice via telephone please contact NHS 111 or visit NHS Choices for further options.

Q: Can I request home visit?

No. For home visits you will need to contact NHS 111 for the Out of Hours Service.

Q: Who can see my medical records?

The health care professionals at the centre. This is once you have provided consent for your medical record to be shared

Q: Why must they have full access to my medical records?

It is the safest way for the health care professional to advise and treat you. They will only refer to parts of your record that are appropriate to your care. As clinical professionals they will continue to maintain dignity, respect and confidentiality.

Q: How will my own surgery know I have attended?

They will be sent a notification and your medical record will be updated directly.

PLEASE NOTE

- **ONE problem ONE appointment PLEASE**

- You will not get a reminder for the appointment and therefore it is important to make a note and keep a record of the time and dates.

- You should cancel if you cannot attend in order to allow other patients to be offered the appointment. To cancel your appointment please call your GP Surgery

- Allow plenty of time. If you are late then you may not be seen

- If your condition worsens they call the surgery back, contact NHS 111 for advice or if necessary and appropriate attend your local A&E Department or Urgent Care/Treatment Centre