



Extended Access – Local GP practices working together to offer more convenient appointment times for patients

As from 1st October, 2018, we will be part of a network of practices (known as 'hubs') in Shropshire, working together to offer patients 'Extended Access' to pre-bookable appointments - in the evenings, at the weekend and during bank holidays.

Part of the national agenda by NHS England, Extended Access means patients will be able to make pre-bookable appointments to see a GP, practice nurse, or other qualified healthcare professional, at a time which may be more convenient for them.

In Shropshire, local practices will work together in a network of 'hubs' to provide this service. The 'hubs' will take turns to provide the Extended Access appointments to patients. This means patients could be offered an appointment at their own surgery or at a nearby practice in the local area (part of the hub). Patients will be advised about appointment location at time of booking, enabling them to make an informed choice about their where and when they access care.

Locally the pre-bookable appointments will be available as follows:

- **Weekday evenings (Monday to Friday)**
between 6.30pm and 8pm (at a local area hub)
- **Saturdays**
between 8am and 1pm (at a local area hub)
- **Sundays and bank holidays**
between 8.30am and 12.30pm (at a single site in central Shrewsbury)

Arranging a pre-bookable evening, weekend or bank holiday appointment is easy to do - patients simply need to contact us, during normal opening hours, and speak to the practice receptionist or a member of the practice team who will be able to help. Appointments may not be with your registered GP but will be with a GP or other qualified healthcare professional.

Extended Access adds to the existing range of healthcare services already available in Shropshire to help patients, including pharmacists, NHS 111, the walk-in centre, minor injury units, and A&E (which is there 24/7 for life threatening serious emergencies only).

It isn't always necessary to see a GP for minor and common conditions - find out more about how to self-care for these types of conditions on the Self-care section of the NHS Shropshire Clinical Commissioning Group website (<https://shropshireccg.nhs.uk/health-advice/selfcare/>). It is important to be aware of how long common conditions should take to clear up and always seek medical advice if you are unsure or if you feel it is an emergency.

Extended Access comes into effect as from 1st October, 2018.

Information to help patients understand more about Extended Access is available on the NHS England website, visit <https://www.england.nhs.uk/gp/gp/v/redesign/improving-access/>.