**National Extended Access Programme**

**Telford and Wrekin CCG**

**Frequently Asked Questions**

**1st October 2018**

**Why do we need extended access?**

Pressures across the health system (eg increasing levels of A&E attendances) are occurring as a result of patients not always being able to get an appointment at their GP Practice. NHS England have provided funding to support additional appointments to improve patient access locally and to support practices to deliver this additional capacity to address the needs of patients.

**What are the actual requirements?**

To provide 30mins/1000 patients of additional access to pre-bookable ROUTINE appointments from 8.00 am to 8.00 pm Monday to Friday and appointments at weekends, to meet local population needs (including Bank Holidays)

**Can the additional hours be provided during main core hours or do they have to be within the times mentioned above?**

No, depending on your practice, the additional capacity could be provided during normal working hours if this can be evidenced as being preferred locally – however the overall aim is that patients can get to see a GP or healthcare professional in their demographic area from 8.00 am to 8.00 pm weekdays and at weekends and on bank holidays according to local need.

**Does my GP Practice have to be open 7 days a week between 8am to 8pm?**

No. Your practice has determined what the optimum hours are for provision of their extended hours services. Practices across Telford and Wrekin have confirmed they will begin the delivery of this additional capacity based on their latest calculations but will flex this delivery over time, where required.

Additional appointments are provided by the Telford and Wrekin hub (Oakengates and/or Lawley) from 8 am to 8.30 am and from 6.30 pm to 8.00 pm Monday to Friday and from the Shropdoc hub at weekends and Bank Holidays 8.30 am to 12.30 pm.

**How do I book an appointment?**

Appointments during the week for practice based appointments should be booked through your own practice in the normal way via reception.

Additional evening pre-bookable appointments are available at the Telford Central Hub from 8.00 am until 8.30 am and from 6.30 to 8.00 Monday to Friday. Patients should ring **01952 661190 –** patients will be asked to give their consent over the telephone for the service to access their records.

Additional weekend and bank holiday pre-bookable appointments are available at the Shropdoc hub. Patients should ring is **0333 222 6649**

By March 2019 it is expected that the technology will be available to allow your GP Practice to see the additional weekday and weekend appointment availability themselves and book them directly for you.

We are looking for a technical solution for one single number for evening and weekend/bank holiday bookings as a priority to make booking easier for patients.

**Will the weekend appointments be at my GP Practice?**

Some practices are offering their additional hours over the weekend but where this is not the case, or where additional capacity is needed, the CCG has commissioned provision of the weekend (and Bank Holiday) appointments to be delivered from a central hub.

Over a period of time, if the demand for weekend appointments increases, the capacity provided from the  weekend hub could be increased to a level which would justify having a fixed base in Telford from which these appointments will be delivered.

**Are these additional appointments going to be reserved for certain types of patients?**

No. In fact the national guidelines specifically state that the appointments have to be offered to all patients on an equal footing to appointments during normal working hours as well as ensuring that particular groups of patients (ie commuters, over 65s, under 6yrs, etc) are not specifically targeted

**Are all the appointments going to be face to face with a GP?**

No. The guidelines allow for face to face appointments as well as other types of consultations such as telephone consultations. The guidelines also determine that the service needs to be GP-led – meaning a GP needs to be available but the appointments do not have to be a face to face appointment with a GP and can be provided by any clinical staff who would be routinely available within general practice, including GPs, nurses, ANPs, HCAs, pharmacists and physiotherapists

**How will I know when the additional appointments are being provided via my GP Practice?**

The guidelines state that the Extended Hours services must be advertised by practices on their websites, in practice leaflets, signposted by reception staff and promoted using posters throughout the practice

**How many additional appointments are being provided across Telford & Wrekin?**

The national requirement is to provide a minimum of 30 minutes per 1000 patients (weighted) of additional capacity per week. For Telford & Wrekin this equates to around 93 hours of additional capacity required. Current plans from practices indicate that around 116 hours will be delivered per week from 1st October 2018

**Will my records have to be shared with other practices to be able to access these additional appointments?**

Yes, where services are being delivered in addition to work being delivered by your registered practice then a Data Sharing Agreement will be put in place for your records to be available to that service provider – GDPR regulations mean you give informed consent for that information – but if you have any concerns please do speak to your practice.

**How far ahead can I book an appointment?**

The usual booking window would apply but this is typically around 2 weeks in advance.