

## Seven-day access to a range of routine GP surgery appointments

### **What is seven-day access?**

From December 2017, the government asked the CCG to provide a range of routine (pre-booked) appointments for GP, Practice Nurse and clinical specialists outside of your surgery's normal hours.

Seven-day access hours are for anyone from any surgery, and can be from 7am to 8am and 6.30pm to 8pm Monday to Friday, and for some appointments on a Saturday and a Sunday too. Patients will be able to book seven-day access appointments via their own GP surgery.

Initially this will be for GP and Nurse Practitioner appointments. Nurse led clinics and Health Care Assistant appointments are also available.

Your receptionist will advise you of your most appropriate appointment.

### **How is this different from my own GP Surgery's appointments?**

Core opening hours are from 8am to 6.30pm Monday to Friday, and are only for patients registered at that GP surgery. Most surgeries already offer some extended hours; these are just for patients registered at that GP surgery too.

### **Who can use the Extended Hours appointments?**

If you are registered with an Island GP surgery and agree for your patient record to be shared, you can use this service.

### **Will I see my own GP or Practice Nurse in my own GP surgery?**

The seven-day access service will be staffed by experienced local doctors and nurses, but there is no guarantee you will be seen by your usual GP or nurse. If you would prefer to see your usual GP or Practice Nurse, please book an appointment with your own surgery during their normal opening hours.

To deliver this service we are sharing resources across the Island, which means:

- The appointment may be a telephone consultation
- The appointment may be with clinicians you don't know
- You may need to travel further, as not every surgery will be open every day
- Your patient record will need to be shared

## Will my medical record be shared?

Yes, your electronic medical record will be available to the clinician that sees you. This is to ensure they have the information they need to give you safe and high quality care, as they may not know you.

**When you book an appointment, you will be asked to give permission for your record to be shared.**

Notes of your consultation will be automatically saved to your record. Your own GP at your usual surgery will be able to see the details of your appointment to ensure that your records are kept up-to-date.

## Can I be referred to another service?

Clinicians working within the seven-day access service can make urgent referrals and some community service referrals.

## Who is running the service?

The Clinical Commissioning Group has asked some of the surgeries to help support this pilot. All of the Island's GP surgeries are working together to utilise the appointments, and are able to access the appointments for the benefit of everybody's patients.

This is a two year pilot scheme, during which time we will continue to develop the service, and gather feedback.

GP Surgeries are already under a lot of pressure, so it is important we manage our resources very carefully. We hope that this service will grow, and support all surgeries and provide a great service to every patient.

## Who is the Clinical Commissioning Group (CCG)?

The CCG is an independent organisation responsible for commissioning certain healthcare services on the Island.

[www.isleofwightccg.nhs.uk](http://www.isleofwightccg.nhs.uk)

## Patient Feedback

Healthwatch (IW) is conducting an independent anonymous survey during December 2017 to February 2018, and would value your feedback.

The purpose of this survey is to understand if we are providing GP surgery appointments, and urgent care services, in the right place at the right time, when most people feel they need it.

It will take about 15 minutes to complete. Simply go online to your GP surgery's website, or ask for a questionnaire when you next visit your surgery.

## Seven-day access is for appointments booked in advance for routine health concerns.

### **This is not a walk-in, or urgent care service.**

To book or cancel an appointment:

- Visit or call your GP surgery

For more information:

- visit your GP surgery's website

For minor or common ailments please:

- contact your local chemist
- visit the NHS Choices website: [www.nhs.uk](http://www.nhs.uk)
- visit the [www.what0-18.nhs.uk](http://www.what0-18.nhs.uk)