

**Frequently Asked Questions on the Extended Access Service – Patient Information**

**Practices to adapt to local needs-see bits in yellow**

**Would weekend or evening appointments with a health care professional suit your health needs?**

[Birmingham and Solihull Cross City Clinical Commissioning Group (CCG)](http://www.bhamcrosscityccg.nhs.uk/) is committed to improving access to primary care services. This includes making appointments available at times that are convenient to patients.

If you:

* find it difficult to attend an appointment during the working day;
* are a busy parent with small children;
* or rely on working carers to take you to appointments;

then this service will support you. Additional appointments will be provided outside of normal GP practice hours at a nearby GP practice.

**What is the GP Extended Access Service?**

The Extended Access Service makes it easier for you to get an appointment at a time that suits you, including evenings and weekends.

The service offers pre-bookable, routine primary care appointments with a range of clinicians including GPs, nurses and health care assistants.

This is not a walk-in service – you must book an appointment through the reception team at your local GP practice.

**When will the Extended Access Service be available?**

The service will be available from dd/mm/yyyy

**Who can access these appointments?**

Anyone registered at <insert GP surgery name and address>.

**Where will my appointment take place?**

The extended access appointments will take place from <insert hub name and full address>

**How do I book an appointment?**

Contact your GP practice in the usual way to request an appointment. If there is no appointment available at your practice, they may offer you an appointment with the Extended Access Service, if this is right for you.

**When are these appointments available?**

The following appointments are available:

|  |  |  |
| --- | --- | --- |
| Day | GP Practice appointment times  | Hub appointment times |
| .Monday | Insert times | Insert times  |
| Tuesday |  |  |
| Wednesday |  |  |
| Thursday |  |  |
| Friday |  |  |
| Saturday |  |  |
| Sunday |  |  |

Appointments must be booked in advance through your GP practice.

**What can I be seen for?**

A GP Extended Access appointment is exactly like an appointment at your own GP practice.

**Will I see my own GP and/or nurse?**

You will be seen by experienced GPs and nurses, but it is unlikely that you will be seen by your own GP or nurse. If you would prefer to see your usual GP or practice nurse, please book an appointment with your usual practice during their normal opening hours.

**Will the GP I see have access to my medical record during my appointment?**

Your medical record will, with your consent, be available to the GP that sees you, to ensure that they have the information they need to give you the best possible care.  Notes of your appointment will be sent back to your own GP practice electronically to ensure that your record is up-to-date. An appointment with this service will be just like an appointment at your own GP practice.

**How do I cancel an appointment?**

If you need to cancel the appointment, please ????

**Where can I go to plan my journey?**

Birmingham.gov.uk/transport

**Is parking available?**

Yes, free parking is available