



## FAQs for Extended Access

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### **What is Extended Access?**

Extended Access aims to offer appointment times that may be more convenient for some patients. Part of the national agenda by NHS England, Extended Access means patients will be able to book appointments to see a GP, practice nurse, or other health professional, at a time which may be more convenient - in the evenings, at the weekend and during bank holidays. It comes into effect across England as from Monday, 1 October, 2018.

### **How will this work for patients?**

Extended Access will be delivered through practices coming together in 'hubs'.

The practices in these 'hubs' will take turns, on a rota basis, to provide the extended access appointments to patients. This means patients could be offered an appointment at their own practice 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. Appointments may not be with your registered GP but will be with a GP or other qualified healthcare professional.

## **Will my practice be offering extended access appointments?**

Yes, all practices in Shropshire will be part of a network of practices (known as 'hubs') in Shropshire, working together to offer patients better access to pre-bookable appointments, at more convenient times.

## **When will the Extended Access appointments actually be available?**

Across Shropshire the pre-bookable appointments will be available between:

- **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)

## **How do I pre-book an appointment?**

Arranging a pre-bookable evening, weekend or bank holiday appointment is easy to do – patients simply need to contact their practice (who they are currently registered with), during normal opening hours, and speak to the practice receptionist or a member of the practice team who will be able to help.

## **Will the appointment be at my own practice?**

The practices in these 'hubs' will take turns, on a rota basis, 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. Appointments may not be with your registered GP but will be with a GP or other qualified healthcare professional.

## **Where can I get more information about the 'hub' my practice is in?**

Patients should contact their practice (who they are registered with), during normal opening hours, and speak to the practice receptionist or a member of the practice team for more information.

## **What other healthcare services are available in Shropshire?**

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).

## **Where can I access more information?**

### **Extended Access on the NHS England Website**

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

## **Where to get medical help in Shropshire**

Please visit the NHS Shropshire Clinical Commissioning Group website for more information on 'Where to get medical help' (<https://shropshireccg.nhs.uk/health-advice/self-care/where-to-get-medical-help/>).

### **Do I need to see a GP?**

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/self-care/>). 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.

### **Find out more about NHS Shropshire Clinical Commissioning Group (CCG)**

NHS Shropshire Clinical Commissioning Group (CCG) is responsible for the planning and commissioning (buying) of health and care services from a range of providers for the people of Shropshire.

It is a clinically led organisation with 41 GP Practices and it provides healthcare services for patients across the County registered with a local GP.

The CCG buys a wide range of services and these include GP and primary care services through to hospital care as well as community services and mental health services.

The CCG's Head Office is based at William Farr House in Shrewsbury.

How to contact us:

- Telephone: 01743 277500 (main switchboard)
- Email: [SHRCCG.ShropshireCCG@nhs.net](mailto:SHRCCG.ShropshireCCG@nhs.net)
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