

FAQs for Extended Access Consultation

- **What is extended access?**

Extended access is the offer, to registered patients of a GP practice, of pre-bookable ROUTINE appointments outside of core contractual hours, either in the early morning, evening or at weekends. These appointments will be provided at a location in the town that you live.

Extended access to primary care was introduced by NHS England in 2016 to ensure everyone has easier and more convenient access to GP services, including physical and digital appointments at evenings and weekends.

- **What are extended access appointments for?**

Extended access appointments offer our patients the chance to access primary care services outside of core contractual hours, offering greater flexibility and choice to our patients. Extended access appointments also aim to reduce the current pressure on our busy GP practices through increasing local capacity.

- **What can I expect from the service?**

Patients can expect an extended access service that is run by a team of dedicated and professional staff, ranging from experienced *local* clinicians, such as GPs and nurses to our helpful administration team. Furthermore, patients can expect a mixture of face-to-face and remote consultations, ensuring every individual patient can get the care they need. As the service matures, wider members of Warrington's primary care workforce will become available, e.g. paramedics, clinical pharmacists, mental health practitioners and Physiotherapists.

- **Can I make an appointment to see my GP?**

Yes - your GP practice remains open and accessible to all of its patients and you can still book to see your GP.

If you chose to accept an appointment at the new Extended Access service, you will not be seeing your practice GP, it will be another clinician.

- **Can I make an appointment to see a GP who's the same gender as me?**

Yes – patient choice is still highly important to us. When booking your appointment at extended access, please inform the call handler of your wish to see a GP who is the same gender.

- **Will the GP I see have access to my medical records? Or will I have to explain everything to them?**

Every effort has been made to make your journey as seamless as possible. Depending on what clinical system your practice uses, the clinician will be able to see your medical records.

Stytm1 – This clinical system allows the extended access clinicians to view the patient's full GP record.

Emis – This system does not allow full access, however clinicians can view a 'Summary' of your medical record, showing your conditions, medication,

allergies and your three most recent consultation notes. From speaking to local GPs in Warrington, it has been agreed that this does not put any patients from an Emis practice at a disadvantage or significant risk and the highest possible standard of care can still be provided.

- **Can I only see a GP, or are there other healthcare professionals / clinicians that I can see?**

Patients can enjoy access to a range of healthcare professionals. As the service begins, available appointments will predominantly be for GPs/Nurses, however as the service matures and develops, patients will be able to access paramedics, clinical pharmacists, mental health practitioners and physiotherapists – an offer we are really proud of.

- **Can a Carer, friend or family member accompany me for the appointment?**

Yes – If you require the support of a carer, friend or family member at your appointment they are more than welcome. We want you to feel at ease and well supported.

- **How do I make an appointment?**

Appointments can be made through your GP practice. The receptionist will be able to offer you an appointment outside of core contractual hours if you are unable to access the practice during the day.

- **How long are the appointments?**

Appointments are 10 minutes in length.

- **Can I book a double appointment?**

Yes, however this depends on the availability of appointments.

- **How far in advance can I book an appointment?**

You can book an appointment up to 14 days in advance.

- **Can I book an appointment on behalf of someone else?**

Yes – If the patient is unable to book an appointment themselves, a carer or family member can book an appointment on their behalf.

- **Can I just walk in and be seen?**

No walk in appointments are available, this service is strictly by appointment only.

- **What does the service cover?**

This service is for routine appointments only; not for urgent or emergency care.

- **Does this mean practices are opening seven days a week?**

Individual practices are not open 7 days a week. This service is an extension of primary care, meaning that primary care in Warrington will be open 7 days

a week.

- **Is the service also open on Bank Holidays?**
Yes, the service will be open for patients on bank holidays.
- **Does this mean I will be guaranteed an appointment when I want it?**
Unfortunately, we cannot 'guarantee' an appointment when you want it due to a range of factors, e.g. capacity. However, GP practice staff will endeavour to give you an appointment at a time/date that suits you.
- **Will the early morning appointments at my own practice still be available?**
- **Can I book an appointment on the NHS App**

- **Where can I get more information?**
More information of the consultation is available on Warrington CCG's website

Separate models – Collaborative Model

- **Why have you chosen this location?**
'The collaborative' extended access service has decided to operate a 'hub and spoke' model, with the aim of allowing patients to access primary care in their locality. The existing service at Bath Street is always operational from one fixed location.
The proposed 'hub' will be based at Orford Jubilee Neighbourhood Hub (1st floor, Jubilee Way, Warrington, WA2 8HE). Orford Jubilee Hub has been chosen for a number of factors:
 - It's central location means that patients do not have to travel too far, whether they live in the North, East, South or West.
 - Direct bus routes are available to the site, with the bus stop at the front of the building.
 - Large car park, which is free of charge if your visit is under 3 hours, giving ample time for patients to ensure all their concerns are addressed and do not feel rushed.The 'spokes' aspect of this service is how we ensure patients can access primary care within their locality.

The table below shows the proposed new venues and timings for the enhanced access service. These venues will be available for all registered patients of:

- Birchwood Medical Centre
- Fearnhead Cross Medical Centre
- Padgate Medical Centre
- 4 Seasons Medical Centre
- Chapleford Medical Centre
- Culcheth Medical Centre
- Guardian Medical Centre
- Parkview Medical Practice

- Springfields Medical Centre
- Westbrook Medical Centre
- Brookfield Surgery
- Lakeside Surgery
- Latchford Medical Centre
- Stockton Heath Medical Centre
- Stretton Medical Centre
- Cockhedge Medical Centre
- Fairfield Surgery
- Greenbank Surgery
- Holes Lane Surgery
- Manchester Road Medical Centre

Venue	M	T	W	T	F	Sa	Su
Latchford Medical Centre	6.30pm – 8pm						
1 Manchester Road	6.30pm – 8pm						
4 Seasons Medical Centre	6.30pm – 8pm						
Latchford Medical Centre		6.30pm – 8pm					
1 Manchester Road		6.30pm – 8pm					
4 Seasons Medical Centre		6.30pm – 8pm					
Stockton Heath Medical Centre			6.30pm-8pm				
1 Manchester Road			6.30pm-8pm				
Parkview Medical Centre			6.30pm-8pm				
Stockton Heath Medical Centre				6.30pm-8pm			
1 Manchester Road				6.30pm-8pm			

4 Seasons Medical Centre				6.30pm-8pm			
Orford Jubilee Hub					6.30pm-8pm		
Orford Jubilee Hub						8am – 2pm	
Orford Jubilee Hub							10am – 2pm

- Will there be ample parking onsite at the venue for my appointment?**
 Ample parking will be available to patients, when deciding the venue part of the decision making process involved the accessibility of parking, including disabled parking spaces.
- Is it easy to reach the venue using public transport?**
 Patients can easily access the venue using public transport; there is a bus stop right outside the front of Orford Jubilee Hub.
- Will there be a Receptionist or other Staff Member to support me when I arrive?**
 Yes – receptionists will be on hand when you arrive to support you and answer any questions you have. All of our receptionists will have received training and are looking forward to welcoming you to the service.
- Is the approach to the Practice well lit?**
 There is lighting outside of the site to ensure that patient's feel safe when arriving/leaving.
- Is there a Pharmacy at the same venue? If so, will it be open at the time of my appointment?**
 At Orford Jubilee Hub, there is a Pharmacy onsite and you have to walk past it to get to your appointment. It's a Rowlands Pharmacy and is open Mon-Fri (9am-6pm).
- Is the venue accessible to all?**
 Yes – the venue is accessible to all our patients. Those who struggle with mobility can access the 1st floor via a lift. In addition, the car park has plenty of disabled parking spaces, ensuring those who need it don't have to walk too far.