

GP appointments are now available  
in your area during the evenings  
and at the weekend.

To book an appointment,  
contact your practice.

Your NHS, here for you.

NHS



# Primary Care Delivering Improved Access for their patients

Please read for more information regarding our  
Improved Access service for evening and weekend  
appointments.

## **Monday— Thursday Improved Access Service**

As of Monday 1<sup>st</sup> October we will be offering additional evening appointments for our patients. These are different to the appointments some surgeries in the South Devon and Torbay CCG area currently offer in the evenings. This is a requirement (known as Improved Access) where practices ensure that across the week Monday-Thursday that a practice in their area is open between 6pm-8pm. To access these appointments please continue to contact your registered practice.

### **The timetable for evening appointments is detailed below:**

Mondays - 6.00pm to 8.00pm – Leatside Surgery

Tuesdays - 6.00pm to 8.00pm – Chilington Surgery & Ashburton Surgery (*rotation basis*)

Wednesdays - 6.00pm to 8.00pm – Buckfastleigh Medical Practice & Catherine House (*rotation basis*)

Thursdays - 6.00pm to 8.00pm – Dartmouth Medical Practice

## **Weekend Improved Access Service**

As of the weekend commencing Friday 5<sup>th</sup> October 2018, we will also be offering weekend appointments situated in two central hub locations. The hub location for our patients is **Pembroke House Surgery, Paignton, TQ3 2EZ**. They have been selected as the “weekend hubs” as they are considered the most suitably based surgeries geographically to serve 290,000 patients in the South Devon and Torbay area.

As of the weekend commencing Friday 5th October 2018 this weekend service will begin to take place. The appointments offered are by pre-booked appointments by contacting your local surgery and booking ahead. Patients will be able to be seen by a healthcare professional during these extended hours, we will be offering appointment's with a GP, Practice Nurse and Health Care Assistant .

This service is very different to the current out of hour's service where patients contact 111 in an urgent/acute situation that cannot wait until their practice is open again on the Monday. For any acute illness please still continue to contact 111, this new service is just for pre-booked routine work and is not for acute/urgent/walk in situations.

Please note that as this contract is being delivered at scale across the locality, you will not necessarily be seen by a Clinician known to you from your practice.

**Please see our timetable below for the dates and times of our new service.**

Pembroke House Surgery  
266 Torquay Road, Paignton, TQ3 2EZ

**Fridays - 6.00pm—8.00pm**

**Saturdays - 8.00am—6.00pm**

**Sundays - 8.00am—2.00pm**

## Consent:

Please note as this contract is being delivered at scale across the locality, you will not necessarily be seen by a GP, Practice Nurse or HCA known to you from your practice

To ensure that the Clinician you see has full access to your medical records, when you book your appointment the Administrator will ask you to consent to sharing your medical records. Once consent is gained the GP Practice that is hosting the appointment will be able to access your medical records. Once this consent is gained it will remain on your records until you tell us otherwise. It is essential that consent is gained for you to be able to have the appointment. If you feel you do not wish to provide consent than it will not be suitable for you to book the appointment.

Thank for you your co-operation and support and we hope you make full use of this new service.

## Parking

### Pembroke House Surgery:

Outside the surgery there is street parking available. If there are no spaces there is a council car park directly opposite the surgery.