

IMPROVED ACCESS COMMUNICATION TO BE LOADED ON PRACTICE WEBSITES

Extra appointments now available at GP practices in Ashford

From 1st October 2018, evening, weekend and bank holiday appointments will be available with a range of Primary Care health professionals in Ashford.

This is part of a national drive to improve access to Primary Care services and give people the opportunity to have an appointment at a time that suits them.

These extra appointments, alongside existing services, will allow patients to pre-book routine appointments with healthcare professionals between 8am and 8pm each weekday as well as appointments on Saturdays, Sundays and bank holidays.

Appointments will be provided from practices in different locations within Ashford, not necessarily at the patients' own surgery, but the health professionals treating them will, with the patient's consent, be able to see their full medical records.

Anyone needing to make an appointment should contact their GP practice in the first instance.

Trained reception staff will know when appointments are available and with which healthcare professional. They will be able to book an appointment at either the patients' own surgery or one of the other practices providing appointments within Ashford. Patients should advise the receptionist if they particularly want an evening or weekend appointment.

Please note, these extra appointments will be available for pre-booked care. It is important to remember that anyone who needs medical assistance when their practice is closed should continue to dial NHS 111.

We would welcome feedback on this new service – please either complete a Family and Friends Test questionnaire at the practice when attending for your appointment or alternatively email the CCG patient experience team on nelcsu.engagement@nhs.net.