

EXTENDED HOURS PRIMARY CARE SERVICE – PILOT PROJECT

- Start Date: 1 December 2015
- Duration: 12 months
- Location: Boundary House Surgery, Mount Lane, Bracknell RG12 9PG.
- Services: Planned care, 15 minute appointments with GP, Nurse or HCA
- Clinical Hours:
Monday to Friday: 18.30-20.30 - last appointment time 19:45 allowing 30 mins admin time
Saturday: 08.00-14.00 - last appointment time 13:15 allowing 60 mins admin time

Who is it aimed at?

- Working age patients
- Patients with long term conditions
- Carers
- Vulnerable patients with working carers
- People who would benefit from longer appointment/quieter environment eg patients with learning disabilities

How will it work?

- Patient will ring up their own surgery who will be able to access EMIS Clinical Services on the surgery system which holds the Extended Hours appointment book
- Registered practice will only see name of their own patients
- Receptionist will need to confirm consent for each patient at the time of booking as their details will then be shared with BPC
- Receptionist will directly book the patient into an evening or Saturday slot
- Patients will be able to ring the surgery to cancel during normal opening but will have a separate BPC number to ring if they need to cancel their appointment out of normal working hours

At the appointment:

- Clinician will do any urgent cancer referrals and physiotherapy or nursing referrals • Clinician will confirm patient consent to access records and will then be able to view their record directly
- Clinician will enter clinical details on EMIS Clinical Services
- Clinician will issue any relevant acute prescriptions
- Clinician will do any TWR referrals, community referrals (eg: physio or nursing) or AQP provider referrals
- In any other situation where a referral is considered necessary, clinician will offer to contact the patient's practice with a recommendation for referral and dictate a draft letter