

## GP Improved access - FAQs

The GP Improved Access service allows patients in Bristol, North Somerset and South Gloucestershire to book evening and weekend appointments with a GP, practice nurse or other health professional.

Through the current GP Improved Access Service, appointments are available 7 days a week, excluding bank holidays and can be booked by calling your GP Practice.

The appointments provided during evenings and weekends are in addition to the current opening times at your GP practice.

We want to hear your views on the GP Improved Access Service to understand how we can make it easier for you to get an appointment.

### Frequently asked questions

#### **Why are you asking about appointment times?**

We want to understand your views on the GP Improved Access service to ensure future developments in the service can reflect what patients need.

#### **Why are you asking me about travel to a different GP practice?**

Through the GP Improved Access service you may be offered an appointment at another practice in your area, rather than with your own GP.

GP practices in Bristol, North Somerset and South Gloucestershire have recently joined together to form local networks, allowing them to work together to offer patients longer opening hours as part of the GP Improved Access Service.

#### **Why can't services just be provided from my current GP practice into the evening?**

The purpose of this engagement exercise is to understand which days and hours people need appointments with their GP.



Your current GP practice may already provide additional hours in the evenings, please speak to your receptionist.

### **Why are GP practices not routinely open at weekends?**

GP practices in Bristol, North Somerset and South Gloucestershire work together in local networks to offer services at weekends. As a result there will be a GP practice in your area offering appointments at weekends, but it may not always be your own practice.

### **Where do I get more information about evening and weekend appointments?**

Speak to your GP practice to find out availability of appointments on evenings and weekends in your local area.

If you require urgent medical advice during the evening or weekends – call NHS 111 or [visit NHS 111 online](#).

### **Can I currently be seen at different practices at evenings and weekends?**

Yes, there will be one practice in your area offering appointments on evenings and weekends. It may not be your own practice that is open, but they work together with our GP practices in their area to offer patients appointments through the GP Improved Access Service.

### **If I am seen at a different practice, will the GP be able to see my clinical records?**

Yes, clinicians within your local network of GP practices will be able to see your clinical record from whichever site you choose to access services. This electronic record will be updated with any details from the appointment and your own practice will be able to see what has been discussed and prescribed.

### **I have a long term relationship with my doctor and they understand my condition, why would I want an appointment with someone different, at a different GP practice?**

The appointments provided in the local GP practice network during the evenings and weekends are planned as an additional service to the current offer at your local practice. The additional access is intended to supplement and not to replace your current GP services.

### **Will this survey address difficulties I am having accessing appointments at my GP practice?**

Although we always want to hear general feedback about health services, this survey is just asking for feedback about GP Improved Access, which provides



appointments with GPs, practice nurses or other practice staff during evenings and weekends.

If you have other feedback about the services we commission then please email [bnssg.customerservice@nhs.net](mailto:bnssg.customerservice@nhs.net) or call 0800 073 0907.

### **When does the survey finish?**

The survey is set to finish on Saturday 29th February 2020.

### **What will you do with the results of the survey?**

We will use your feedback in the survey to inform the plans in your area for additional GP service access from April 2020 onwards.

### **How do I speak to someone about this survey?**

Our Customer Services team would be happy to answer any questions you may have about this survey.

Please contact them by:

**Calling:** 0800 0783 0907

**Emailing:** [bnssg.customerservice@nhs.net](mailto:bnssg.customerservice@nhs.net)

**Writing to:** Customer Services, BNSSG CCG, South Plaza, Marlborough Street, Bristol, BS1 3NX

