

Advanced access to a range of routine GP surgery appointments

What is the advanced access service?

From September 2017, the government asked for a range of routine (pre-booked) appointments for GP, Practice Nurse and clinical specialists outside of your surgery's normal hours.

The advanced access service can be for anyone from any surgery, and is available from 6.30pm to 8.00pm Monday to Friday with further appointments on a Saturday and Sunday. These appointments are available at various locations on the Isle of Wight. This may not necessarily be your own surgery.

Monday – Thursday: Shanklin/Sandown. GP, Nurse & HCA face to face appointments

Saturday: Newport/Ryde/Sandown. GP, Nurse, ANP & HCA face to face appointments

Friday & Sunday: Telephone appointments only

As long as you are registered with an Island GP surgery and agree for your patient record to be shared, you can use this service and will be able to book advanced access appointments via your own GP surgery. Your receptionist will advise you of your most appropriate appointment and clinician.

Will I see my own GP or Practice Nurse in my own GP surgery?

The advanced access service will be staffed by experienced local doctors and nurses, but there is no guarantee you will be seen by your usual GP or nurse. If you would prefer to see your usual GP or Practice Nurse, please book an appointment with your own surgery during their normal opening hours.

To deliver this service we are sharing resources across the Island, which means:

- The appointment may be a telephone consultation
- The appointment may be with clinicians you don't know
- You may need to travel further, as not every surgery will be open every day
- Your patient record will need to be shared

Will my medical record be shared?

Yes, your electronic medical record must be available to the clinician that sees you to ensure they have the information they need to give you safe and high-quality care, as

they may not know you. Notes of your consultation will be automatically saved to your record. Your own GP at your usual surgery will be able to see the details of your appointment to ensure that your records are kept up-to-date.

Who is running the service?

The Clinical Commissioning Group has worked with various surgeries to help support this service. All of the Island's GP surgeries are working together to utilise the appointments, and are able to access the appointments for the benefit of everybody's patients.

This is a two-year pilot service, during which time we will continue to develop the service, and gather feedback.

GP Surgeries are already under a lot of pressure, so it is important we manage our resources very carefully. We hope that this service will grow, and support all surgeries and provide a great service to every patient.

Patient Feedback

Quick and simple questionnaires are available at each location where the advanced access service is provided.

Please take the time to complete and give to a member of staff

The advanced access service is for appointments booked in advance for routine health concerns.

This is not a walk-in, or urgent care service.

To book or cancel an appointment:

- Visit or call your GP surgery

For more information:

- visit your GP surgery's website

For minor or common ailments please:

- contact your local chemist
- visit the NHS Choices website: www.nhs.uk
- visit the www.what0-18.nhs.uk