

# North Herts Extended Access Service

## Patient FAQs

### **When are these appointments available?**

Day	Times
Monday – Friday	6.30pm – 8.00pm
Saturday	8.00am – 2.15pm
Sunday	9.00am – 12.00pm
Bank Holidays	Variable (To be advised nearer the date)

### **Who can access these appointments?**

Anyone registered with a GP Practice in North Hertfordshire, ie Letchworth, Hitchin, Baldock, Whitwell, Ashwell & Bassingbourn.

### **How do I book an appointment?**

Contact your GP Practice in the usual way to request an appointment. If there is no appointment available at your Practice, they may offer you an appointment with the GP Extended Access Service, if this is right for you.

### **What can I be seen for?**

A GP Extended Access appointment is exactly like an appointment at your own GP Practice. The service can see babies, children and adults and has nurse and healthcare assistant appointments for some treatments. The reception team at your registered GP Practice can give you more details on this. This service is based in Letchworth – see below for details.

### **Where do I go for my appointment?**

Sollershott Surgery, 44 Sollershott East, Letchworth Garden City, Hertfordshire SG6 3JW. The surgery has a small car park and road-side parking is available.

### **Does this mean I'm no longer registered with my own GP and have to attend the surgery that I go to for the extended access appointment?**

No, you will remain registered with your own GP Practice. You must always contact your own GP Practice for further appointments.

### **Can I book an emergency appointment?**

No, this service is for routine appointments only. Patients requiring emergency appointments must follow the usual Practice's advice.

### **Will I see my own GP, nurse and /or healthcare assistant?**

You will be seen by experienced GPs, nurses and healthcare assistants but it is unlikely that you will be seen by your own GP, nurse or healthcare assistant. If you would prefer to see your usual GP, practice nurse or healthcare assistant, please book an appointment with your usual GP Practice during their normal opening hours.

### **Will the GP or nurse I see have access to my medical record during my appointment?**

Your medical record will, with your consent, be available to the **clinician** that sees you. This is to ensure that they have all the information they need to give you the best possible care. Your record will be updated by the GP, nurse or healthcare assistant who provides your care.

Further information about how we use your medical record is available [www.12pointcare.co.uk](http://www.12pointcare.co.uk)

### **What if I don't want to give my consent for my medical record to be seen by a different clinician?**

The service relies on the sharing of information between Practices otherwise clinicians would not be able to see your past medical history and provide the routine care that you expect. If you do not wish to give consent to share, then you need to see a clinician at your own Practice. The receptionist at your Practice will inform you of this at the point of booking the appointment.

### **How do I cancel or change an appointment?**

If you need to cancel the appointment, please call your own GP practice before 6.00pm Mondays – Fridays only - stating that your appointment is with the North Herts Extended Access Service. On Saturdays and Sundays, you can call the North Herts Extended Access weekend-only number 07707 885624.