Seven Day Access to Routine Primary Care Services

How to book routine evening and weekend appointments with GPs and Practice Nurses in Windsor, Ascot and Maidenhead

Community hub addresses

- St Marks Hospital, St. Marks Road, Maidenhead, Berkshire, SL6 6DU
- King Edward VII Hospital, St. Leonards Road, Windsor, Berkshire, SL4 3DP

Parking is available on both sites. If using public transport please visit www.traveline.info for bus and train times.

For support with the management of minor ailments please contact your local pharmacist or visit the NHS Choices website – www.nhs.uk

Will my medical records be available?
To provide the safest and highest quality of care an overview of your last three appointments, plus significant diagnoses, medications and allergies will be available to the GP or Practice Nurse that sees you. However, you will be asked by the clinician to give consent before they access these aspects of your GP medical record.

Notes of your consultation will be sent back to your own GP electronically to ensure that your records at your registered GP practice are kept up to date.

Can I be referred into another service?
GPs and Practice Nurses working within the community hubs will be able to undertake urgent referrals and some community service referrals.

Routine referrals will not be made due to the limitations of the medical notes available during a hub appointment. If a routine referral is required you will be offered investigations by the hub doctor and be asked to book an appointment with your usual GP so that a fully informed discussion and decision around ongoing referral can take place.

Patient Survey
When you attend a community hub appointment you will have the opportunity to complete a patient survey. We value your feedback, which will help us to develop and evolve services throughout the course of the pilot.

Please note:
This is not a walk-in service. You must book an appointment before visiting a hub site.

Time for Change

Windsor, Ascot and Maidenhead Clinical Commissioning Group
What is seven day access?
From August 2015, a pilot scheme to offer seven day access to routine GP and Practice Nurse appointments will be available as follows:

18.30 – 21.00 Monday to Friday
9.00 – 17.00 Saturday
11.00 – 16.00 Sunday

Appointments will be offered at two community hub sites, King Edward VII Hospital in Windsor and St. Mark’s Hospital in Maidenhead. Full addresses for both hub sites are given at the back of the leaflet.

Patients will be able to book appointments at the hubs via their GP practice. On-line appointment booking won’t be available in the initial stages of the pilot. We will be introducing additional services over the course of the pilot – our aim is to make the ‘hubs’ focal points in the local communities for both primary care and Public Health/voluntary sector services.

Will I see my own GP?
The hub sites will be staffed by GPs and Practice Nurses from local practices, 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.

Who can use the hub appointments?
If you are registered with a GP practice within Windsor, Ascot and Maidenhead you will be able to book appointments at the community hubs via your GP practice. These appointments will be of particular help to:

- Patients who find it difficult to attend an appointment during the working day
- Working parents with children
- Patients reliant on working carers to take them to appointments
- Patients who need longer consultations

All hub appointments are 15 minutes long – longer than the standard consultation time of 10 minutes in primary care.

Please note: The community hub appointments are for routine general practice issues and not urgent care. If urgent care is required please call the NHS 111 service for advice.

How do I book a hub appointment?
Please call your usual GP surgery and ask the Receptionist to book you a HUB APPOINTMENT at either King Edward VII or St. Mark’s Hospital. The service may also be offered to you proactively if you are calling for a regular GP or nurse appointment.

How do I cancel a hub appointment?
If you no longer need your hub appointment you can cancel directly with your practice during their normal opening hours. If you need to cancel the appointment and your practice is closed please call the Hub Central Cancellation number on 03000 240 009.

It is important to cancel any unwanted appointments so that they can be made available to others. Unfortunately, some of the issues around appointment access for patients are caused by the non-cancellation of booked appointments.

Text reminder system
If you have a mobile phone, you will be sent a text confirmation of your appointment date and time. You will also receive a text reminder 24-hours before your appointment. You will be able to text back to cancel if you no longer need the appointment.

Please ensure your contact details are up-to-date with your practice so that you can take advantage of this service.

When will the new service start?
Seven-day access is initially being run as a pilot. The hub appointments will be available from August 2015 up until March 2016, when the service will be reviewed.