

Seven-day access to a range of routine GP surgery appointments

Information for Patients
on the Isle of Wight

September 2017

Will my medical record be shared?



Yes, your electronic medical record will be available to the clinician that sees you.

This is to ensure they have the information they need to give you safe and high quality care, as they may not know you.



You will be asked as you book an appointment to give consent for your record to be shared.

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

Can I be referred to another service?

Clinicians working within the seven-day access service can make urgent referrals and some community service referrals.

Who is running this service?

One Wight Health and the Clinical Commissioning Group are responsible for the service, with most Island GP Surgeries working together to provide the appointments.

This is a two year pilot scheme, 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 the resources being used for different days and times carefully.



Who is One Wight Health?

One Wight Health was set up in November 2014 by all the GP Surgeries on the Island, to support and bring them together for mutual benefit, and to help develop general practice on the Island and to support GP surgeries.

www.onewighthealth.co.uk



Who is the Clinical Commissioning Group (CCG)?

An independent statutory organisation responsible for commissioning certain healthcare services on the Island.

www.isleofwightccg.nhs.uk

What is seven-day access?

From 30 September 2017, as part of a government pilot scheme, there will be a range of routine (pre-booked) appointments for GP, Practice Nurse and clinical specialists outside of your registered surgery's normal hours.

Seven-day access hours are for anyone from any surgery, and can be from 7am to 8am and 6.30pm to 8pm Monday to Friday, and for some appointments on a Saturday and a Sunday.



Patients will be able to book seven-day access appointments via their own GP surgery.



Initially this will be for a limited range of consultations, and appointments as we learn how to run this new service and the demand for it.

How is this different from my own GP surgery's appointments?

Core opening hours are from 8am to 6.30pm Monday to Friday, and are only for patients registered at that GP surgery.

Most surgeries already offer some extended hours; these are just for patients registered at that GP surgery too.



Who can use the seven-day access?

If you are registered with an Island GP surgery and agree for your patient record to be shared, you can use this service.



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

To deliver this service we 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 open every day
- your patient record will need to be shared

The seven-day 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.

Patient Feedback

Healthwatch (IW) is conducting an independent anonymous survey during October 2017, and would value your feedback.

The purpose of this survey is to understand if we are providing GP surgery appointments, and urgent care services, in the right place at the right time, when most people feel they need it.

It will take about 5 minutes to complete. Simply go online to your GP surgery's website, www.onewighthealth.co.uk, or ask for a questionnaire when you next visit your surgery.



Seven-day access 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
- www.onewighthealth.co.uk

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