

Changes to your Enhanced Access service - Survey

What is Enhanced Access?

Enhanced access offers pre-bookable routine appointments outside of core contractual hours. Extended access to primary care was introduced by NHS England in 2016 to ensure everyone has easier and more convenient access to GP services, including physical and digital appointments at evenings and weekends.

What can I expect from the service?

Patients can expect an extended access service that is run by a team of dedicated and professional staff ranging from experienced local clinicians such as GPs, Advanced Nurse Practitioners, Practice Nurses, and Health Care Assistants, through to our helpful administration team. Furthermore, patients can expect a mixture of face-to-face and remote consultations, ensuring the service is accessible to all.

Q1. Which practice are you registered with?

Q2. Do you understand the new Enhanced Access Service model?

- Yes
- Mostly
- No

Q3. Do you think it will offer an improved service?

- Yes definitely
- Yes mostly
- Unsure
- No

Q4. Will moving the service from Bath Street Health and Wellbeing Centre have a positive or negative impact you or your family?

- Positive
- Negative
- Unsure

Q5. If you answered positive or negative to the above question, please explain your answer?

Q6. If you are a patient at Eric Moore Partnerships, will not having the extra service available to you at the Medi Centre six days a week impact you or your family?

- Yes
- No
- Not sure
- Not applicable

Q7. Thinking about where you could go to access the new service do you think the locations are convenient?

- Yes
- No
- Unsure

Please continue overleaf.



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What is changing?

Currently, Extended Access appointments are delivered at Bath Street. The proposed model is to run appointments from designated sites in your locality Monday-Thursday and from Orford Jubilee Hub Friday, Saturday, Sunday and bank holidays. This gives patients more choice and flexibility about the location of their appointment, and makes accessing appointments easier.

How can I have my say?

We want to know how you feel about this. For more information about the proposed changes and to have your say, visit the following website or scan the QR code below:

<https://www.haltonwarringtonccg.nhs.uk/>



Q8. Do you think there are any gaps in locations for the Enhanced Access service? If so, where would like them?

Q9. If you were to use this service what times would be most convenient to you?

- Monday – Friday evening (18:30 – 20:00)
- Saturday morning (9:00 – 13:00)
- Saturday afternoon (13:00 – 17:00)
- Sunday
- Any of these times

Q10. Any other comments?

- Evenings
- Bank Holidays
- Weekends

Warrington Collaborative Primary Care Networks are working together to improve access to primary care appointments outside of core hours.

