

ACTION:

- Please can you share the following materials
- Talk to your patient groups – a set of frequently asked questions is also attached to help support this conversation.

1. Website copy for the practice website:

Your local NHS is seeking your views about the best times and locations for GP (doctor) and nurse appointments in the evenings and weekends.

Nationally the NHS has asked local practices to review the times to provide appointments at evenings and weekends. We want to capture information to support decision-making and make sure we are providing times, and locations that meet the needs of local people.

Our short survey will take no more than two minutes and your answers will help us to provide the best possible times and locations for our evening and weekend GP services.

Please complete our survey <https://forms.office.com/r/Z5g9sxW1wf>

(GP and nurse appointments are already available in the evening and at the weekend and can be booked by calling your GP practice or 111).

Q&A

Why are you asking people about this?

Nationally the NHS has asked groups of GP Practices (Primary Care Networks) to develop a plan for providing appointments at evenings and weekends. To inform these plans we want to make sure we are also providing times, and locations that meet the needs of local people.

What changes are you planning to make?

At this stage we really don't know – we currently provide weekend and evening appointments from 6:30pm to 8pm Monday to Friday and 8am to 8pm on the weekends in each borough. Provided by local GPs. We want to know if these times are still right for patients?

What are the proposed national changes?

Local GPs currently offer appointments seven days of the week; the new guidance does mean that appointments don't have to be provided on a Sunday. We are not proposing we don't offer a service on a Sunday, but we do want to understand what local people need.

I just want to be able to see a doctor, face-to-face not on the phone?

All GP practices provide telephone and face-to-face appointments. This means we can see as many patients as possible each day. If you need to be seen face-to-face you will be invited into the surgery for a face-to-face appointment.

When will the changes happen?

Nationally the new changes to the way GP networks provide evening and weekend services will come into place in October.

Will my feedback really make a difference?

Yes, we want to ensure we are providing service times that work for local people.