

CAN I BE REFERRED INTO ANOTHER SERVICE?

GPs and Practice Nurses working within the community GP Hubs will be able to undertake urgent referrals and some community service referrals.

Routine referrals will not be made directly from the GP Hub. If a routine referral is required then the GP Hub doctor will write to your GP practice requesting that they review the referral request.

CAN THE GP HUB ORDER BLOOD TEST AND OTHER INVESTIGATIONS?

The GP Hub clinicians will order any necessary tests that may be indicated during your consultation. Results will come back to the GP Hub before being reported on and returned to your GP practice.

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.



COMMUNITY GP 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

Please note: This is not a walk-in service and you must book an appointment before visiting the GP Hub.

www.thecedarssurgery.co.uk



The Cedars Surgery

wilderness medical centre



Patient Information Leaflet

The General Practice Hub Seven-Day Extended Hours Access to Routine Primary Care Services

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



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WHAT IS SEVEN-DAY ACCESS?

Extended hours access provided by our Out-of-Hours provider to routine GP, Practice Nurse Phlebotomy appointments outside of core General Practice hours. Available as follows:

- 18.30 – 21.30 Monday to Friday
- 9.00 – 17.00 Saturday
- 09.00 – 13.00 Sunday (St. Mark's Hospital only)

Appointments will be offered at two community GP 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 GP Hub via their GP practice. On-line appointment booking won't be available. Our aim is to make the GP Hubs a focal point in the local communities for both primary care and Public/voluntary sector services.



WILL I SEE MY OWN GP?

The GP Hub sites will be staffed by GPs and Practice Nurses from local practices. 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 GP 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.

Please note: The community GP 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 GP HUB APPOINTMENT?

Please call your usual GP surgery and ask the Receptionist to book you a GP 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 GP 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.



WILL MY MEDICAL RECORDS BE AVAILABLE?

To provide the safest and highest quality of care your full clinical record will be available to the GP Hub clinicians. However, you will be asked by the clinician to give consent before they access 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.

