

# We're here for you for longer

## GP Extended Access Service

### What is the GP Extended Access Service?

The Extended Access Service means that more appointments with GPs and Practice Nurses are now available to all patients registered in Bedfordshire. This will make it easier for you to get an appointment at a time that suits you, including evenings and weekends.

### When are appointments available?

Appointments are now available to patients either pre-bookable and on the day from 6.30pm–8.00pm Monday to Friday, Saturday is 8.30am—12.30pm, with pre-booked telephone consultations available on Sunday. During bank holidays appointments will be available 8.30am—12.30pm. If you need to see a GP or Practice Nurse during Extended Access times, the appointment may not be at your registered Practice and you may be seen by a clinician from another practice.

This is not a walk-in service so patients need an appointment to be seen by a GP or Practice Nurse. Extended access appointments are in addition to normal surgery opening hours.

### Who can access these appointments?

Extended Access appointments are now available to anyone registered with a GP practice in the Chiltern Vale Locality. Patients must contact their own GP practice to make an appointment, all GP practices within the Chiltern Vale Locality are working together to provide this service.

### How do I book an appointment?

Contact your practice to request an appointment, if you would prefer an appointment outside of normal opening times, ask for an extended access appointment. At the current time, extended access appointments are not available to book on-line.

### How do I cancel an appointment?

If you need to cancel the appointment before 6.30pm, telephone your usual GP practice. If after 6.30pm please call **xxxxx** and leave a message stating your name and the time and date of your appointment with the GP Extended Access Service.

### Where do I go for my appointment?

When you book an extended access appointment, depending on the day of the appointment it will be held at one of the surgeries listed. When you make your appointment the location will be confirmed. If you are registered to receive text message alerts, you will receive a text message to confirm the date, time and location of your appointment.

**Extended access appointments will be delivered from the following practices:**

**Caddington Surgery**, 33 Manor Road, Caddington, Luton, LU1 4EE

**Kingsbury Court Surgery**, Church Street, Dunstable, LU5 4RS

**Priory Gardens Surgery**, Church Street, Dunstable, LU6 3SU

**West Street Surgery**, 89 West Street, Dunstable, LU6 1SF

**Wheatfield Surgery**, 60 Wheatfield Road, Luton, LU4 OTR

Monday	West Street Surgery	Wheatfield Surgery
Tuesday	Caddington Surgery	Wheatfield Surgery
Wednesday	Kingsbury Court Surgery	West Street Surgery
Thursday	Kingsbury Court Surgery	Priory Gardens Surgery
Friday	Caddington Surgery	Priory Gardens Surgery
Saturday	Priory Gardens Surgery	

### **Will the GP I see have access to my medical record during my appointment?**

Your medical record will be available to the GP or Practice Nurse that sees you, to ensure that they have the information they need to give you the best possible care. The consultation notes and any medication prescribed will be recorded on your electronic record, to ensure your registered GP is kept up to date. An appointment with this service will be just like an appointment at your own GP practice.

### **Will I see my own GP and/or nurse?**

You will be seen by experienced GPs and Practice Nurses, but it is unlikely that you will be seen by your own GP or Practice Nurse. If you would prefer to see your usual GP or Practice Nurse, please book an appointment during normal surgery opening hours.

### **How will my records be shared?**

When you are offered an appointment at the extended access service, you will be asked for your consent to share your record with the healthcare staff working in the service. If you are not happy for your record to be shared you will not be able to use the service.

### **If I have tests done as part of my appointment who do I contact for the results?**

Please contact your registered GP practice in the normal way to get your test results.

### **Who do I contact if I am not happy with the appointment?**

Please contact [cvl.extendedaccess@nhs.net](mailto:cvl.extendedaccess@nhs.net)

