

## PPG BRIEFING

November 2018

# Evening and weekend GP appointments

**From October 2018 the majority of patients across Crawley, Horsham and Mid Sussex can access evening and weekend GP appointments.**

Working in line with 2017-19 national NHS Planning Guidance, our local Clinical Commissioning Groups (CCGs) have commissioned additional access to primary care services via local area hubs.

The evening and weekend, routine and urgent appointments, for registered patients can be booked through participating GP practices in the normal way, during normal opening hours.

NHS Horsham and Mid Sussex CCG Clinical Chair, Dr Minesh Patel, said: “We want to ensure that more patients get the best possible care in the right place, at the right time. We know winter is a time when the NHS is under pressure, but it’s that way because it’s the time when our patients often need us most.”

The service was designed by NHS Crawley and NHS Horsham and Mid Sussex CCGs, working in partnership with local patients and clinicians. The hubs are run by Alliance for Better Care Ltd, the local GP Federation.

NHS Crawley CCG Clinical Chair, Dr Laura Hill, added: “We have designed this new service in partnership with local people. Patient engagement told us that having access to a GP in the evenings and weekends was important.”

“Although patients using our new hubs may not see their usual doctor at their own practice they can still expect to receive a high level of treatment and care.”

### **How to book an appointment**

Patients will be able to book an evening or weekend appointment by calling their own GP practice in the normal way, during normal opening hours.

Clinicians working at the hub will be able to access a patient’s medical records with their agreement. Patients will be asked before any information is shared and can decline if they wish.

## Promotion

Working with the rest of our Sustainability and Transformation Partnership (STP) CCGs, the Central Sussex and East Surrey Commissioning Alliance CCGs have promoted the improved access to GP services through a campaign headed *#ImprovingCareForYou*, including promotional posters and flyers shared through NHS waiting rooms, community locations, outdoor advertising at train stations, bus stops and on buses, as well as media and social media work, stakeholder communications and more. A toolkit has been provided to all GP Practices to support their own promotion of the service.

The bulk of the campaign began in November 2018 and continues with national promotion planned from 3 December 2018, aligned with our winter campaign, *Stay Well This Winter*.

ENDS

## Notes

- In preparation for this additional, improved access to GP care we sought the views and experiences of local patients and the public through a survey, shared at the end of last year. The results of this survey can be seen via [www.horshamandmidsussexccg.nhs.uk/news/your-views-on-evening-and-weekend-access-to-gp-services/](http://www.horshamandmidsussexccg.nhs.uk/news/your-views-on-evening-and-weekend-access-to-gp-services/)
- For urgent care outside of normal working hours, patients should continue to use the telephone service, NHS 111.

**Working together to deliver your NHS for our communities** Led by local GPs and health professionals, NHS Crawley and NHS Horsham and Mid Sussex clinical commissioning groups (ccgs) work to ensure local people can access the best possible NHS health care and are supported to stay healthy. We buy, plan and check local NHS care and services [www.horshamandmidsussexccg.nhs.uk](http://www.horshamandmidsussexccg.nhs.uk) and [www.crawleyccg.nhs.uk](http://www.crawleyccg.nhs.uk)

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