

Q and As Patients

	QUESTIONS	ANSWER	ANSWER
1.	What is the Improving Access Service?	<p>Better access for everyone to Primary Care services.</p> <p>The NHS wants everyone to have sufficient access to routine appointments at evenings and weekends, including bank holidays.</p>	<p>The NHS Vale of York Clinical Commissioning Group (CCG) is using NHS funding to offer additional access to Primary Care services on weekday evenings and weekends, from October 2018.</p> <p>The service will provide pre-bookable and same day appointments to GP services between 6.30pm and 8pm Monday to Friday, including bank holidays. Appointments will also be provided Saturday and Sunday mornings.</p> <p>This is in addition to your normal surgery opening times.</p> <p>It is not an urgent care or drop in service</p>
2.	What is happening in York?	<p>Nimbuscare Ltd has been awarded the contract to provide Improved Access to Primary Care within the York Central area</p>	<p>The service will be run from four hub sites, based in existing surgeries in:</p> <ul style="list-style-type: none"> • West York • Central York • North York • East York (into East Yorkshire) <p>Each hub will offer a range of pre-bookable appointments and same day with GPs or other health professionals.</p> <p>Other hubs and services may come on stream over time.</p>
3.	Where are the four hub sites?	<ul style="list-style-type: none"> ▪ Cornlands Road Medical Centre, Acomb ▪ Woolpack House, Stonebow, York ▪ Huntington Surgery, 1 North Lane, York ▪ The Beckside Centre, Pocklington, East Yorkshire 	
4.	When will it start?	1 October 2018	<p>The service will be rolled out in phases.</p> <p>It will not be available from all the four hubs at first.</p>
5.	How did the NHS know how many additional appointments were	<p>We asked people what they wanted as part of a large review of GP services.</p>	<p>This is not just about an appointment when you need it, it is about getting access to the right person who can provide the right care, in the right place at the right time.</p> <p>The service aims to offer a mixture of face-</p>

	needed and where?		to-face, telephone and other appointments.
6.	What staff will provide the service?	There will be a range of healthcare professionals, including GPs, depending on the needs of each patient.	Each rota has been organised to provide the type of care each area requires, following the review of patients' needs.
7.	How will appointments be made?	Appointments will be made via your usual surgery	There will also be access via NHS 111 as the service progresses.
8.	Can everyone use the new service?	If you are registered as a patient in the 12 practices listed, you can use the service and make an appointment at any of the hubs during the hours of the service.	<ul style="list-style-type: none"> • York Medical Group • Pocklington Group Practice • Jorvik/Gillygate • East Parade • Front Street • Haxby Group • Unity Health • Priory Medical Group • MyHealth • Dalton Terrace • Elvington • Old School
9.	What days will the service operate?	Monday to Friday, including bank holidays. Weekends.	Hours may vary according to feedback and demand.
10.	What hours will the service operate?	6.30pm til 8pm Monday to Friday Saturday and Sunday mornings	
11.	Will the service be open at all hubs from 1 October?	No, not all the hubs will open on 1 October as there will be a phased roll out of the service.	
12.	How can feedback views about the service?	There will be a number of options for patients to provide feedback.	<ul style="list-style-type: none"> • Via your surgery • Via a new website • Via Friends and Family feedback forms • NHS Choices
13.	What other types of consultation are available?	We aim to provide this service in future and we are investigating a number of digital options	We welcome patient feedback on this
14.	How can I find out more information	Visit www.primarycareyork.nhs.uk This website will be live from 14/09/18.	