

## Extra GP appointments available for Walsall patients

Patients registered with a Walsall GP can benefit from the Extended GP Access Service.

NHS Walsall Clinical Commissioning Group (CCG) has worked with local GPs to create four Hubs based at Darlaston Health Centre, Pinfold Health Centre, Broadway Medical Practice and Portland Medical Practice. The Hubs are currently run by a group of local GPs.

Since launching the service in December 2017 and up until May 2018, more than 15,500 patients have accessed the service.

### When can I get an out-of-hours appointment?

Extra GP appointments will be available between:

- 6.30pm – 9pm weekdays (all four Hubs)
- 10am – 3pm weekends (excluding Darlaston Health Centre & Portland Medical Practice)
- 11am – 1.30pm Bank Holidays (all four Hubs)

However, people will only be seen if they have booked an appointment.

### How can I book one of these appointments?

A dedicated number has been set up and appointments can be booked by calling: **01922 501999** during the following times:

- 8am – 9pm weekdays
- 10am – 3pm weekends
- 11am – 1pm bank holidays

NHS 111 will also be able to book an appointment for you if they feel you need to see a GP.

### Do I need to be registered at one of the four surgeries where the Hubs are based to use the service?

No, you can be registered with any GP in Walsall to access the extra appointments. However, please note you will need to travel to one the four Hubs (listed above).

### **What if I'm not registered with a Walsall GP?**

If you are not a registered patient at a Walsall GP, you will not be able to access these out-of-hours appointments. More information about these services can be found on Walsall CCG's website: [www.walsallccg.nhs.uk](http://www.walsallccg.nhs.uk).

### **When should I use the Hubs?**

The extended service is for patients who require a routine or same day GP appointment, but are unable to attend during normal opening hours. However, they are not walk-in centres and you will need to book an appointment- these can be booked up to 7 days in advance. Please note that both of Walsall's urgent care centres and its A&E department will still be open as normal for people to use in serious or life threatening emergencies.