

Extended Primary Care Access

Service Aims:

Support and enable our 12 member practices in three geographical PCHs, allowing for shared workload and resources, and improved patient access.

Extended GP services from 6pm - 8pm weekdays, plus Saturday - Sunday and bank holidays from 8am - 1pm at Weardale, Bishop Auckland Hospital and Barnard Castle, serving the three DDHF Hubs.

DDHF support member practices to triage and see patients with an Overflow Response Team consisting of 1 GP and 2 x Emergency Care Practitioners (ECP) or Advanced Nurse Practitioners (ANP). Currently this is a static clinic based at Bishop Auckland General Hospital, that member practices can book patients into.

Encouraging use of NHS 111 to book appointments and to coordinate access to the most appropriate route of care.

Integration of current daytime Urgent Care caseload into member practices current daytime 8am - 6pm provisions.

Enhanced availability of same day urgent appointments with a patient's registered GP practice or a nearby Hub practice.

The development of clear pathways for patients to book appointments, eradicating walk-ins.