

Extended Primary Care Access

## Service Outcomes:

Through the DDHF Hub system, we aim to support GP practices working together from common single sites to serve larger populations and improve patients' timely access to services.

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### 2086

patients attended our overflow provision at Bishop Auckland Hospital, between April and December 2017.

### 4032

patients have been seen by the service since April 2017.

In addition, through Extended Access we hope to improve triage of patients to the most appropriate route of care, reduce walk-in attendance at A+E and improve access to same day or urgent appointments within a setting closer to home.

### 94%

of patients were extremely likely to recommend our service.

### 94%

of patients rated the care received as excellent.

### 97%

of patients feel the DDHF Care Service is easy to access.

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One user reported:

“I had a good response by telephone to my request.”

“Very efficient service which put you at ease.”