



# Frequently asked questions

## London Extended GP Access Service

### What is the Extended GP Access Service?

The Extended GP access service offers extra GP and in some cases nurse, routine appointments in the evening and weekend, seven days a week.

The service is available across all areas of London.

Contact your GP practice to find out more information.

### What are the extra routine appointments for?

Extra appointments are available for most of the things you would normally see your GP or nurse for. Contact your GP practice to find out more information.

### Who are they for?

They are for everyone who is registered with a GP, who needs to see their GP or nurse and can't be seen by their practice or who need a more convenient appointment.

### How do I get one of these appointments?

Just contact your GP surgery as normal and they can tell you more about the service and help book you in for an appointment.

If your surgery is closed, you can call 111 to support you in accessing the right service for you.

### Where would I have to go?

The Extended Primary Care Service provides access to GP appointments at various locations across London. Contact your GP practice to find out details of the one nearest you.

### Can I just turn up?

No, it is not a walk in service. You will need a booked appointment to be seen and you need to be registered with a GP practice in your area. If you need help finding a local surgery to register with, visit [www.nhs.uk](http://www.nhs.uk)

### What does the service cover?

The service will have access to your records and you should expect the same level of care and treatment you would receive from own practice.

However, although the service will offer the majority of standard care that you receive from your practice there are some things such as home visits, minor surgery or more care for long term conditions which may not be covered and you would need to access this via your own surgery. Your GP surgery will be able to advice and refer you appropriately.

**How do I know if it is the right service for me?**

If you're not sure whether the Extended GP Access Service is right for you, ask your GP practice who will tell you more about the service.

**What can I expect?**

The Extended GP Access Service is an extension of your GP practice. You may not see your usual doctor or nurse but they will have the same skills. Any doctor or nurse that you see or speak to will, with your consent, have access to your health information and history and this means they will be able to offer the right care and treatment for you. The information from you visit will be added to your record and your own GP or nurse will be able to view the details the next time you see them.