

# Primary Care Access Service



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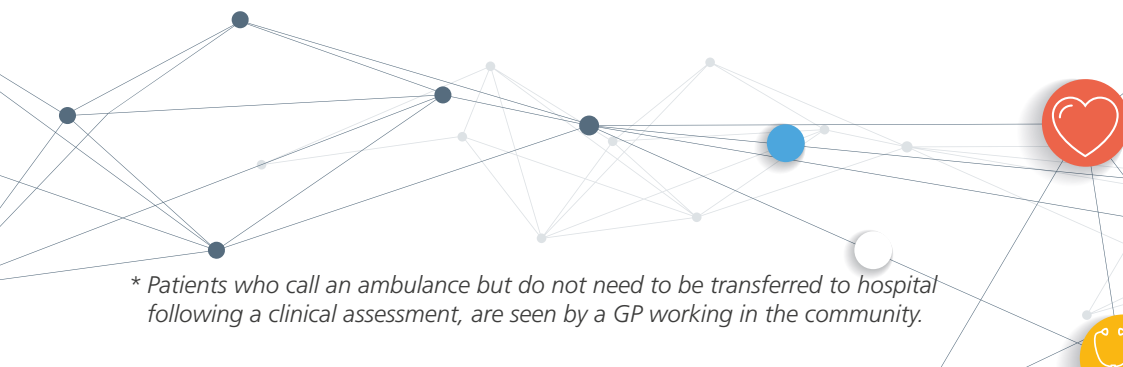
The Primary Care Access Service brings together what has been historically known as 7-Day Extended Access, GP out-of-hours and Alternative to Transfer\* into one single integrated service.

Patients can access the new service through their GP practice, NHS 111, North West Ambulance Service crews and other healthcare professionals. The service is delivered from five neighbourhood hubs across Tameside and Glossop and is supported by *gtd healthcare's* clinical hub.

Patients who are registered with a GP practice in Tameside and Glossop can pre-book routine evening and weekend appointments via their practice. Appointments are available with a variety of clinicians at one of the five neighbourhood hubs across Tameside and Glossop (please see the back page for details).

When GP practices are closed, patients who have had a clinical assessment and require urgent but non-life-threatening assistance may be offered an appointment at one of the five neighbourhood hubs. Appointments are available at Ashton Neighbourhood Hub seven-days-a-week, between 6.30pm and 8am.

*\* Patients who call an ambulance but do not need to be transferred to hospital following a clinical assessment, are seen by a GP working in the community.*



# Pre-booking an appointment at a neighbourhood hub

The receptionist at your GP practice can book an appointment for you at one of the neighbourhood hubs in Ashton, Glossop, Hyde, Denton or Stalybridge. While you may not see your registered GP, all clinicians have access to your medical records, subject to your consent.

## Pre-booked appointments are available:

- Monday to Friday evenings at all neighbourhood hubs;
- Saturday and Sunday at:
  - Ashton Neighbourhood Hub during the day and evenings;
  - Glossop Neighbourhood Hub on weekend mornings.

## PRIMARY CARE ACCESS SERVICE – BENEFITS

- ✓ Increased access to appointments (five neighbourhood hubs instead of three).
- ✓ An increased team of healthcare professionals offering different appointments.
- ✓ Patients can access care closer to their home.
- ✓ Local healthcare professionals delivering care at the right time and in the right place.
- ✓ Flexible appointment times, outside traditional working hours.
- ✓ Out-of-hours appointments at all five hubs, with overnight access available at Ashton Neighbourhood Hub.



# The neighbourhood hubs

<b>Ashton Neighbourhood Hub</b> Ashton GP Service Old Street Ashton-Under-Lyne OL6 7SR	<b>Glossop Neighbourhood Hub</b> Glossop Primary Care Centre George Street Glossop SK13 8AY	<b>Hyde Neighbourhood Hub</b> Haughton Thornley Medical Centre Thornley House Thornley Street Hyde SK14 1JY
<b>Denton Neighbourhood Hub</b> Ann Street Health Centre Millgate Partnership Ann Street Denton M34 2AJ	<b>Stalybridge Neighbourhood Hub</b> St Andrew's House Medical Centre Stalybridge Resource Centre 2 Waterloo Road Stalybridge SK15 2AU	

If you would like to cancel your appointment at one of the neighbourhood hubs, please call 0161 934 2827.

The Primary Care Access Service does not offer a walk-in service.

## Feedback

*gtd healthcare* is delivering the Primary Care Access Service on behalf of Tameside and Glossop Clinical Commissioning Group. *gtd healthcare* is a not-for-profit provider of healthcare services, including the management of GP practices, walk-in centres and out-of-hours services across Greater Manchester.

Our staff are passionate about providing the best possible healthcare that is of the highest quality for patients. We pride ourselves on the services we deliver to our patients and we welcome patient feedback via the 'Comments, compliments and complaints' leaflet or the Friends and Family test cards, which are available at the neighbourhood hubs. Alternatively, you can contact *gtd healthcare's* engagement manager on **0161 337 2255** or email **cate.shelmerdine@nhs.net**

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