

GP Extended Access Hubs

The Saturday morning service commenced January 2017 and has continued throughout 2017/18.

Appointments

Between June and December 2017, the hubs offered the following sessions on Saturday mornings:

- North - fortnightly sessions with 15 appointments per session
- Central - weekly sessions with 30 appointments per session
- South - fortnightly sessions with 15 appointments per session

From January 2018, the North and South hubs increased their Saturday sessions to 20 appointments.

In December 2017, the Central hub commenced the following:

- Sunday morning - weekly sessions with 15 appointments per session
- Weekday evenings - daily session with 8 appointments per session

The appointment times are made available to practices via the clinical systems.

Over the Christmas period, two additional sessions were provided by the Central hub on 26 December 2017 and 1 January 2018.

It is also planned, once capacity can be put in place, to further increase the number of sessions provided, with an additional hour at each Saturday hub, and an additional 8 appointments at each weekday session.

There has been a slow uptake of appointments, with some practices finding it difficult to fill their slots. However, feedback from those patients that have attended the service has been positive (see Appendix B). The feedback from some practices has been that patients are unwilling to travel to the hubs as they consider them too far away.

Going forward

Utilisation of the sessions will continue to be monitored to ensure that the services are being provided to meet demand.

Utilisation 2017/18

Month	Utilisation
April	53.6%
May	58.3%
June	42.5%
July	37.3%
August	49.2%
September	52.5%
October	25.4%
November	38.6%
December	66.1%
January	81.9%

Appendix A

Central and North hub – Patient Feedback

Rotherham Saturday GP Access

Where did you hear about Saturday appointments?

Newspaper	Poster	Informed by practice
1	1	37

How likely are you to recommend the Saturday Service?

Highly Likely	Likely	Not Likely	Highly unlikely
31	9	0	1

If you were offered a Sunday appointment would you accept it?

Yes	No
39	10

What is your age category?

Under 18	18-24	25-34	35-44	45-54	55-64	65+
7	3	8	6	7	4	10

Other comments

Very welcome service

Saturday and Sunday appointments are more helpful for fulltime working people. Thank you for this service.