

Improved Access to Healthcare Appointments

Unity Health as part of the Aylesbury South Locality is offering the Improved Access Service

Local GP practices are working together to offer patients better access to appointments in Buckinghamshire, known as the 'Improved Access' Service. This means you can now book appointments at your local practice.

Improved Access is available:

- Up until 8pm Monday to Friday
- From 8am until 12noon on Saturday
- From 9am until 1pm on Sunday (at one of the three FedBucks Improved Access Hubs located across the county)

There are varied types of appointment available, which may include GP consultations, Telephone appointments, Virtual GP video consultations and Paramedic appointments.

Patients registered with any GP Surgery within South Aylesbury will be able to access this service via the participating surgeries in their area. In South Aylesbury these surgeries are:

- Waddesdon Surgery
- Unity Health
- Haddenham Medical Centre
- FedBucks Improved Access Hubs located at Wycombe Hospital, Stoke Mandeville Hospital and Threeways Surgery, Stoke Poges (Sundays and Bank Holiday weekends only)
- GP video consultations using Qdoctor

Patients who are registered at South Aylesbury practices that are not participating in this service can still book an Improved Access appointment at one of the participating practices. This can be done by contacting their usual GP surgery who can still make bookings at practices offering Improved Access appointments even if they are not offering these appointments themselves.

In addition to face to face GP appointments, the south locality is also piloting a new service for Buckinghamshire, Qdoctor. The service is regulated by CQC and has NHS digital approval and is already used nationally by other practices and 111 but we are the first GP practices to use it locally. This service increases the number of GP appointments available and also provides a new way for patients to consult with a GP via secure video. You call your practice for an appointment as usual and are given a unique code which enables you to book the video consultation in the evening or Saturday am at a time convenient for you. You simply download the app onto your phone or computer and can then consult with the GP wherever you are. The GP has access to your complete GP medical record and records the outcome of the consultation in your GP record so it is instantly available for your usual GP.

How to Book an Improved Access Appointment

Ring your GP Surgery as normal. If you choose an Improved Access Appointment, the reception staff will tell you where clinics are being held on what day, and the times of the available appointments. If this is convenient an appointment will be booked for you. When you use this service, it is very likely that you will be seen by a clinician from another surgery and not your usual GP.

All appointments need to be pre-booked, either in advance or on the day. This is NOT a walk in service – if you need urgent medical advice out of hours, please phone NHS 111 in the first instance who will be able to book an appointment for you if necessary. You can also use our local online symptom checker, Health Help Now (<http://bucks.healthhelpnow.nhs.uk/>) to help to find the right service in Buckinghamshire for your health needs.

If you are interested in finding our more about your GP locality please use this link:

<https://www.buckinghamshireccg.nhs.uk/public/about-us/who-we-are/our-localities-and-member-practices/aylesbury-south-locality/>

If you are interested in finding our more about FedBucks please use this link:

<http://www.fedbucks.co.uk/>