**Patient guide to EA Services**

**WANSTEAD AND WOODFORD PCN**

**We have recently introduced a new service to the practice. The service is called Enhanced Access and is being delivered by Healthbridge Direct, the GP federation in Redbridge, of which the practice is a member. The following information gives you a bit more information on what is available and how it works.**

1. WHAT IS IT FOR?
	1. The Enhanced Access service is designed to offer pre-bookable appointments up to 2 weeks in advance.
	2. There are various EA hubs around Redbridge where patients can book into, based on their location and which PCN their practice is part of.
	3. The number which patients can call to book the EA service directly is 0204 506 8827 This number is open 18:30 to 20:00pm Monday-Friday and 08:00-17:00 on Saturdays
	4. Appointments are available for GPs, Nurses, HCAs and Pharmacist
	5. These appointments will be conducted as per your usual surgery appointments but at our Hub site at The Shrubberies medical centre, 12 George lane, London, E18 1BD (Monday-Friday) The Glebelands practice, 2 Glebelands avenue, London, E18 2AB (Saturdays) so you will most likely not see your usual GP.
	6. You will be asked which appointment you want when booking, please note that you can book various checks and health services with our fully trained Nurses , HCAs, pharmacists etc.
	7. Appointments are available for both telephone and face to face depending on the clinician – please check with the receptionist when you are booking if you wish a specific appointment type.
	8. Each appointment should be booked for one patient and one issue only
	9. The appointments are pre-bookable only and are not for patients who want an on the day appointment or have an urgent need for a consultation. That is the OOH/ Access Hub service.
2. THE Out of Hours/ACCESS HUB SERVICE
This is available for patients who have an **URGENT** need to see a GP face to face or to have a telephone consultation on the day.
The number for this service is 02036494499