

Seven day service - frequently asked questions

If you are registered with a GP in Tameside or Glossop you can now book appointments to see a doctor at evenings and weekends. Nurse appointments are coming soon.

1. When can I book an appointment?

Appointments are available from 6.30pm-8pm Monday to Friday and 9am-midday on weekends.

2. How do I book an appointment?

Contact your own GP surgery in the usual way.

3. Where do I go for my appointment?

Evening and weekend appointments are available at three primary care 'hubs' located at Ashton Primary Care Centre in Ashton, Glossop Primary Care Centre in Glossop, and Thornley House Medical Centre in Hyde.

4. Why have these locations been chosen?

These locations are easy to access with good transport links.

5. Can I book an appointment at any of the locations?

Yes. You'll be given an option of the slots available so you can decide where to go.

6. Do I need to book an appointment or can I just turn up?

Appointments must be booked – this isn't a walk in service. You can book appointments up to four weeks in advance by contacting your own surgery.

7. Can anyone use the seven day service?

Any patient registered with a Tameside or Glossop GP can use this service.

8. Will I be able to see my own doctor?

You may be offered an appointment with your own GP however it will depend on which doctors are working and what appointments are available at the time. The GP you do see will have access to your medical record, subject to your consent.

9. Can I book an appointment with a nurse?

Not right now but we are planning to offer practice nurses appointments in the future.

10. What services will practices nurses offer?

We plan to offer a range of services with practice nurses including:

- blood and urine tests, blood pressure checks, and ECGs
- contraception advice and smear tests
- ear assessments
- dressings and wound care
- diet and weight management advice
- reviews for long-term conditions such as asthma and COPD.

11. If my surgery is one that opens later will I get priority to see someone there?

If your surgery is one of the three hubs, you may be offered a slot there if appointments are available however you won't get priority. You'll be given a choice of available appointments so you can choose a time and place that suits you best.

12. Will pharmacies be open later so I can get a prescription quickly?

There are already a number of late-opening pharmacies in Tameside and Glossop.

13. Why do I need to go 15 minutes before my appointment?

If you are visiting a hub for the first time you'll need to be registered on the system. This can take around 15 minutes, so we're asking people to come a little to ensure the checking-in process is complete and that they are on time for their appointment.

14. Why do I need to give permission to share my medical record?

When you book an evening or weekend appointment your personal health record will be available to the clinician who sees you, even if you don't visit your own GP surgery. The doctor or nurse will ask for your permission to view your record so that they can give you the best possible advice and support.

15. How will my personal health record be shared?

Your medical history will only be shared with another healthcare professional if an urgent referral is required. Your medical history won't be shared with any other third parties or for any other purpose.

16. What if I don't want to share my personal health record?

If you're concerned about your health record being available in this way, please talk to a member of the reception team at your own practice.

17. What's the difference between the seven day service, out-of-hours, walk-in centres, and NHS 111? How do I know which one I need to use?

The seven day service is for patients who want to book a GP or nurse appointment on an evening or weekend. The out-of-hours service can be used if you need to see a GP urgently when your surgery is closed. Walk-in centres allow you to 'walk-in' and wait for an appointment. 111 is the new NHS non-emergency telephone number you can call if you urgently need medical help or advice but it's not a life-threatening situation.

18. Who is Orbit Healthcare Ltd?

Orbit Healthcare Ltd is a network of local GPs that have joined together to form a GP federation for Tameside and Glossop.

19. Who is gtd healthcare?

gtd healthcare is a local not-for-profit urgent care and primary care provider.

20. How do I find out more?

Ask the receptionist at your GP surgery for more information or visit www.gtdhealthcare.co.uk/thereforyou