

# Leatherhead PCN Enhanced Access Service

**GP (& other primary care) appointments at  
Leatherhead Hospital  
Mon – Fri 6pm – 9 / 9:30pm  
Saturday 9am – 5pm**



Local GP practices are working together to offer “Enhanced Access Appointments” at Leatherhead Hospital. This means you can see a GP or other health professional in the evening (Mon-Fri) or on a Saturday making it easier for you to get an appointment at a time that suits you, including evenings and weekends. There's a choice of face-to-face or telephone appointments depending on what is appropriate for your issue.

## **WHEN ARE APPOINTMENTS AVAILABLE?**

If you are registered at Ashlea Medical Practice, Eastwick Park Medical Practice, Fairfield Medical Centre and The Molebridge Practice - appointments are available up to 9pm Mon to Fri (some clinics run till 9.30pm) and Sat 9am - 5pm. Appointments can be booked on the day and up to one week in advance. You will be seen by a local registered GP which may not be your usual Doctor. Your appointment will be at Leatherhead Hospital.

## **HOW DO I BOOK AN APPOINTMENT?**

Contact your GP practice in the usual way. If there are no appointments at your practice, they may offer you an appointment with the Enhanced Access Service if this is right for you. When your practice is closed, please call 01306 771125 (tel line available during clinic opening times). To book an appointment, you will first need to consent to your medical records being shared so that the clinician will have the information they need to give you the best possible care, safely. You will be sent a text message confirming your appointment. This will state the date, time, and location of your appointment. You are also able to cancel your appointment via this text should you need to do this, or you can call 01306 771125.

## **CHAPERONES**

All patients are entitled to have someone present for any consultation, examination or procedure where they feel one is required. If you require a chaperone, please ask a member of the team.

## **WHAT CAN I BE SEEN FOR?**

It is just like an appointment at your own GP practice. However, there are some limitations on services we can provide and for those patients requiring complex or continuity care, an appointment at your practice may be preferable.

## **LATENESS**

If you arrive more than 10 minutes late, it will be at the clinician's discretion as to whether they see you. In the event the doctor declines to see you that day, you will be offered the opportunity to rebook. Thank you for your understanding.