

# Providing excellent community and primary care in partnership with others

## Tower Hamlets Extended Access Service

### Same-Day Primary Care service

This is a new initiative which offers timely and convenient care for patients with low acuity conditions who would otherwise visit the Emergency Department or the Urgent Treatment Centre (UTC). Patients who arrive at the Emergency Department/UTC or call NHS111 service are assessed and, if suitable, given a face-to-face appointment at the Same-Day Primary Care service. The service is situated in one GP practice location and is accessible between 10am to 8pm Monday – Saturday and 8am to 8pm on Sundays.



### Population served

The Extended Access Service serves nearly 28,000 registered patients across the South and North collaborative Primary Care Networks.

### Tower Hamlets Extended Access Service

The GP Care Group provides the Extended Access Service to our local population on behalf of six Primary Care Networks in Tower Hamlets. Registered patients of these Networks benefit from convenient and accessible appointments, with access to a range of health professionals including GPs, Advanced Nurse Practitioners, Prescribing Pharmacists, Nurses, or Health Care Assistants.



### GP Training sessions

Extended Access sessions can be counted towards the “out-of-hours care” requirement for ST3 doctors who are training to become GPs.

Since 2019 GP trainer Dr Sabir Zaman has been providing GP training sessions during weekday evenings and weekends, at the Strouts Place Extended Access Hub, including during the COVID-19 pandemic. We are very grateful for Dr Zamans dedication to supporting this training.

The benefits of doing Extended Access training sessions for ST3 doctors are that they can gain experience in managing a variety of clinical problems in different settings, improve their communication and consultation skills, and enhance their portfolio and CV. Additionally, many of the trainees who have done Extended Access sessions have come back to do sessions in the Extended Hours Service, which shows their satisfaction and interest in this type of work. This is a positive sign for retention and demonstrates the value of offering flexible and diverse opportunities for our trainees.

### The Long-Acting Reversible Contraception (LARC) clinic

Established before the COVID-19 pandemic, our LARC clinic in Tower Hamlets supports patient’s options for long-acting reversible contraception. Despite the challenges of the pandemic, we have maintained our LARC service and have even seen an increase in uptake. We offer telephone triage to assess the suitability and preferences of each client before booking them in for the procedure.

### Innovative highlights from the service

Resourcefully, the Extended Access Service locations within the borough are also where the GP Care Group primary care team provides various at-scale services for Tower Hamlets registered patients. Some of these services include our Same-Day Primary Care service, Long Acting Reversible Contraception (LARC) clinic, 48hours Asthma Review Clinic and P-RESET Annual Health Check Clinic.

### What do our residents say?

*A patient account of using the Extended Access Service*

“I had been feeling unwell for a while and decided I needed to visit my doctor. I was able to get a face-to-face appointment with the receptionist and was glad when I was given a same-day appointment at an Extended Hours hub.

“As I sat, nervously waiting to see the doctor I was thinking of all the questions I wanted to ask and hoped I would get the answers I needed. It helped that the waiting room was peaceful and comforting, and that the receptionist was kind and helpful.

“Once my name was called, I breathed deeply and followed the nurse to the examination room and put on the gown as instructed. When the doctor came, I described my symptoms, and the hub doctor listened attentively. They asked about my habits and medical history. I was impressed by how meticulous and professional the hub doctor was. I felt assured that I was in good care.

“As the appointment ended the hub doctor comforted me and assured me that my symptoms were not something to worry about. She prescribed some medicine and gave me tips on how to enhance my overall health. I left feeling relieved and thankful that I had been able to see a doctor.”

### The P-RESET Health Check

This is a new, pilot initiative offering a personalised and comprehensive health care service to Tower Hamlets registered patients who have alcohol and drug dependency. The pilot includes a health check feature that monitors the P-RESET patient’s health status and alerts them to any potential issues or risks.

