

# Basford Primary Care Access HUB



## What is the Primary Care Access HUB?

The Primary Care Access HUB has been set up to ensure everyone has easier and more convenient Access to GP services, including appointments at evening and weekends.

Local GP practices are working together to offer patients better Access to GP appointments. This means you will be able to see a GP or practice nurse at a time which is most convenient for you. All appointments are provided by local Doctors and Nurses.



### HUB Location

Basford House, 511 Etruria Road, Basford, ST4 6HT



### HUB Appointments Times

**Appointments are available from:**

4.00pm—8.00pm Monday to Friday and 9.00am—4.00pm on Saturday.



**Fully accessible for all patients**



### How to Book

**Book your HUB appointment through your regular GP Practice.**

Patients should note; that some consultation types or treatment room services cannot be undertaken at the HUB. Please share the reason for your request with the receptionist, who will treat this in confidence and will then be able to sign post you to the most appropriate clinician or service to meet your needs.

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## Frequently Asked Questions

### → What if I need a referral ?

The GP that you see at the HUB will communicate the need for your referral to your own GP practice. Your referral will then be sent from your practice.

### → What if I need a follow up appointment?

You will be informed of this by the clinician you are seeing in the HUB. You will then just need to contact your own GP practice to make a further appointment.

### → What if I need a prescription?

A prescription will normally be sent electronically at the time of your consultation to any local pharmacy.

### → What happens if I need tests?

Any tests will be ordered at the time of your consultation. The results will go back to your own GP practice.

### → What if I need to cancel an appointment?

You should contact your GP surgery to cancel any appointment which is booked at the HUB.

### → What type of appointments are offered?

**GP appointments:** Routine appointments, medication reviews.

**Nursing appointments:-** Cervical Screenings, pill checks, all long term conditions and Injections such as Depo's & B12 (these need to be prescribed by the practice and brought to the appointment by the patient)

### → Will they have access to my medical record during my appointment?

With your consent, your medical record will be shared with the healthcare professional to support your care.