

Spotlight on Extended Hours Service

7st September 2017, Leigh Cricket Club

TABLE DISCUSSIONS

1. Do you have any experience of using the services we have talked about?

111 - Good service.

Didn't know about the out of hours at local centres – will relay back.

Yes – the hub - via minor injuries. Appointment based – excellent.

Yes – OOHs.

Yes to the walk in centre – long wait, triage and wait then treat.

Yes 111 – no use, non-medical staff answer (Use Google), wait for call back.

Used the walk in centre with husband who had fallen off ladder. Transferred immediately to Wigan A&E on emergency ambulance.

Used out of hours with a post op complication transferred immediately to Wigan A&E. All good experiences.

111 service – advised to contact P re pain in middle.

111 service – wrong advice.

2. What do you think the future landscape should look like for services in none core hours? How can we make it easier to navigate?

Services need to be centralised and localised.

CCG to produce a questionnaire to be discussed in PPG groups, re services PPG to relay feedback and easy access to services.

Easy Access to services.

Well promoted services. In a understandable language and no acronyms.

One point of access (telephone& intranet).

We need an algorithm in the form of an app.

Communication to our patients via sessions in surgery hours.

Main concern is to communicate to patients via nurse-led appointments, GP appointments etc.

3. How do individuals and PPGs want to be involved in this review

They distribute information to patients.

They should involve us in the review.

Basically planning on all this information we have be given today.

Have pens with extended hours telephone number on for distribution to patients.

Basically passing on all this information we have gained today.