

## **Westwood Primary Care Centre Future Service Description**

**NHS England and Bassetlaw Clinical Commissioning Group are committed to commissioning high quality primary medical care services. The contract for Westwood Primary Care Centre is due to come to an end (insert date when agreed) and therefore a new service is to be commissioned from (insert date when agreed)**

The services for patients at Westwood Primary Care Centre will remain of the same high standard as they are now, delivered during core hours 8.00 – 6.30pm Monday to Friday in line with other GP practices.

These services are mainly split into three groups: essential, additional and enhanced, which are briefly described below. You can also visit your GP practice simply for reassurance if you have particular worries or concerns.

### **Essential services**

All practices must provide essential services which are for people who have health conditions from which they are expected to recover; chronic disease management and general management of terminally ill patients.

The core services provided include but are not limited to:

- GP consultations
- Asthma clinics
- Chronic obstructive airways disease clinics
- Coronary heart disease clinics
- Diabetes clinics

### **Additional services**

Practices are expected to provide additional services but some can choose not to.

Westwood would be expected to deliver these services. Additional services include:

- Cervical cytology screening
- Contraceptive services
- Child health surveillance
- Maternity services
- Certain minor surgery procedures
- Vaccinations and immunisations

### **Enhanced services**

Enhanced services are extra services that deliver extended access, a higher standard, or more specialised service. All Practices may decide to deliver these and are paid for them. It is intended that the following services will continue to be provided for patients registered at the Westwood Primary Care Centre amongst others

- Extended Opening Hours
- Avoiding unplanned admissions
- Anticoagulant monitoring (medication to help with blood clotting)
- Extended minor surgery
- Minor injury service (for example gluing or stitching wounds)
- Monitoring disease-modifying anti-rheumatic drugs
- Saturday morning opening

### **Other services**

Some practices can also offer other, complementary services and this would be an option for Westwood. These services do vary between practices & patients may choose a practice with services that meet their needs. They can include:

- Child health and development, Counselling • Dermatology
- Dietician support • Dressing clinics • Ear wax and syringing • ECGs (electrical heart trace)
- Medication review clinics (by pharmacists)
- Men's health • Mental health • Pregnancy testing and contraceptive advice • Ring pessary replacement • Stop smoking support • Travel advice • Women's health

### **Non NHS Services**

A GP practice can also offer a number of non-NHS services which are generally paid for by the patient or their company. These services can include:

- Insurance claims forms
- Passport signing
- Prescription for taking medication abroad
- Private sick notes
- Sports, pre-employment and HGV medicals
- Vaccination certificates

### **New Patients**

The Service will accept new NHS patient registrations. The patient list will not be closed without our agreement

### **Patients who are not registered**

Patients who are not registered with a GP practice can access one through registering as a temporary resident. Also From January 5 2015, all GP practices in England can register new patients who live outside their practice boundary area on a voluntary basis. This will be included as a requirement in the specification for Westwood Primary Care Centre, meaning patients who have previously used and liked Westwood will be able to register there, irrespective of where they live.

This means that you are able to register with a practice you prefer or one in a more convenient location, such as a practice near your work or closer to your children's school. This will provide you with greater choice and aims to improve the quality of access to GP services. You will still be visited at home if necessary, but this may be by a GP more local to where you live.

### **Hours of Service**

The practice opening hours will be 8 am to 6.30pm Monday to Friday, though they may open longer if they choose to, using the Extended Hours / Saturday Morning enhanced services described above.

### **When the Practice is closed**

All Bassetlaw patients have access to a range of services through dialing 111 including A&E via Bassetlaw Hospital or other local providers. There is an evening & weekend GP service at Bassetlaw Hospital, staffed by local GPs and a specialist nurse practitioner visiting service. These options are also available to non-registered patients across Bassetlaw.