Out-of-hours GP Service services are changing

GP Practices across Southend Victoria Primary Care Network are working together to provide the right services at a time which is convenient for you. We’ve listened to feedback from people in our local area, and we are making changes to our out-of-hours appointments to deliver better services for you.

The new way of delivering out-of-hours appointments will give you:

* Access to more healthcare professionals. This new service will be delivered by professionals including GPs, nurses, healthcare assistants and paramedics.
* More choice about the type of appointment you want. These include a mixture of in-person face-to-face appointments, and remote appointments like telephone, video, or online appointments.
* Make it more convenient for you to travel to out-of-hours appointments. These appointments are being planned and delivered locally, so it is likely they will available closer to your home.

From Saturday 1 October 2022, out-of-hours appointments will be available from 6.30pm to 8pm on weekdays, and from 9am to 5pm on Saturdays.

When we asked local people what you wanted from these appointments you told us you told us you would like more appointments on weekday evenings. In response we have made sure there are appointments every weekday evening between 6:30pm and 8pm.

Out-of-hours appointments were previously planned by Clinical **Commissioning** Groups (CCGs) on behalf of many GP practices in a bigger area. From Saturday 1 October 2022, this is now being planned and delivered locally by Primary Care Networks (PCNs).

An out-of-hours appointment might not be at your regular GP surgery. When you book an appointment, you will be told where the appointment will be.

**These appointments will not be available as walk-in appointments. You will need to book them in advance**

To book an out-of-hours appointment, you should contact your regular GP practice in the usual way. They will advise you on the appointments which are available, and which healthcare professional is the right person to help you.

**If you need medical help now but it's not an emergency, you can also go to**[**111 online**](https://111.nhs.uk/)**or call 111.**