**FAQs – For Patients**

**1. Can any patient be seen at the GP Extended Access Hub?**

No. Only Brent-registered patients are able to access this service.

**2. Does the GP Extended Access Hub accept walk-ins?**

Access to the Hub is by appointment only. Either your registered GP practice, NHS 111 or Urgent Care Centre may refer you to the service if appropriate.

**3**. ***Where is the GP Extended Access Hub service located?***

The GP Extended Access Hub service operates across 5 sites within Brent: Kilburn, Kingsbury, Wembley, Park Royal and Willesden. Please see below for addresses and routes to each of the above named GP Extended Access Hub sites.

**4. How long will my appointment be at the Hub and will the Hub GP have access to my medical records?**

The Hubs offer 10 minute appointments. Yes, the GP will have access to your medical records where needed.

**5. Will I be contacted prior to my appointment?**

Yes. We have an automated appointment reminder service. If your GP has a **current mobile telephone number** for you, you should receive a text message before your appointment. The text message will include details of the date, time, GP Hub name and address of your appointment. You will also be given the option to cancel if you decide that the appointment is no longer needed.

Please note that if you are booked in for a Hub appointment the same day you request one, you will still receive an appointment reminder text message prior to the scheduled time of your appointment.

In addition to a text message, you may be contacted by a member of our administration team to confirm your appointment and to answer any further questions you may have.

PLEASE ENSURE THAT YOU PROVIDE YOUR GP RECEPTIONIST WITH A CURRENT CONTACT MOBILE TELEPHONE NUMBER.

**6. What if I need to reschedule my appointment?**

You will need to contact your GP practice to request another appointment if appropriate.

**7**. **What if I need a blood test or onward referral to another service?**

The Hub GP is able to issue you a blood form if needed; however, you must contact your registered GP practice to obtain the results.

The Hub GP is also able to refer you to any service (i.e. a hospital specialist); however it is the responsibility of your GP to follow up with this. Any information regarding referrals will be documented in the discharge summary that the Hub GP shares with your GP practice following your Hub appointment. Therefore, if you have any further questions, or you feel that too much time has passed and you haven’t received an offer of an appointment, please contact your GP practice so they can chase this for you. 2

***8. Can I request a regular prescription or sick note with the Hub GP?***

No. In order to obtain a repeat prescription or sick note you must book an appointment with your registered GP practice. The Hub is to be used for acute illnesses only.