

### ***Weekday evening and weekend GP appointments***

All patients registered with a Bexley GP (or a resident in Bexley but have yet to registered with a Bexley GP practice) can now request a GP appointment between 6.30pm and 8pm Monday to Friday and 8am to 8pm Saturdays and Sundays (including bank holidays).

### ***How can an appointment be made?***

Booking is easy – patients should contact their GP practice in the usual way during normal operating hours, and ask for a weekday evening or weekend appointment. To book an evening or weekend appointment after the GP has closed, call 111 or use the direct telephone lines via the Urgent Care Centre waiting rooms at Erith Hospital and Queen Mary's Hospital.

### ***Who can use the service?***

Any patient registered with a GP surgery in Bexley can request a routine appointment at either of the GP hubs. GPs working at the hubs may ask patients for access to their medical record. Having access to these records can help the GP to recommend the best course of action/know more about a patient's medical history. A GP can only access a patient record with explicit consent from the patient. Patients wishing to opt out of having their records shared should contact the GP practice they are registered with.

### ***Can GPs working at the hubs provide prescriptions?***

Yes, GPs working at the hubs can provide prescriptions where appropriate.

### ***Can appointments be used to ask about more than one health concern?***

Patients are reminded that GPs are only able to deal with one health condition/concern per appointment. However, patients are welcome to book more than one appointment if available.

### ***How far in advance can I book an appointment?***

At the moment, appointment slots will be available up to two weeks in advance.

### ***Where does the appointment take place?***

Patients will be offered an appointment at one of two GP hubs in Bexley. The GP practice will confirm which location when booking the appointment:

## **Queen Mary's Hospital**

Adult learning disabilities and community services departments

B Block

Frognal Avenue

Sidcup

Kent

DA14 6LT

A site map of the QMH GP hub service is available on the left of this page to download

## **Erith Hospital**

Main entrance

Hind Crescent

Erith

DA8 3EE

(Car park is accessed from Hind Crescent opposite the junction with Ling Road)

### ***How do I cancel appointment if my GP practice is closed?***

Patients unable to attend their appointment should call the following cancellation numbers to help ensure that the appointment slot can be made available to someone else.

The following numbers, with an answerphone, will be available for patients wishing to cancel appointments:

- Queen Mary's Hospital: 0208 269 4120
- Erith Hospital: 01322 356150