



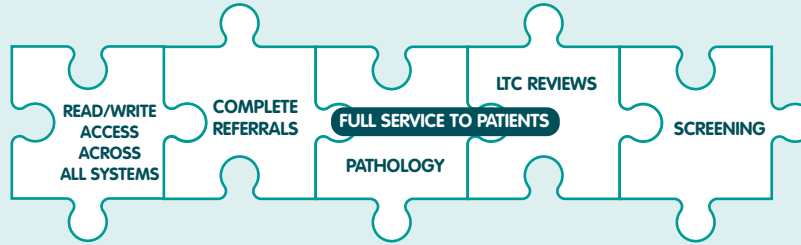
YEAR ONE OF OUR ENHANCED ACCESS SERVICE

SERVICE OVERVIEW - OCTOBER 2022 - OCTOBER 2023

FED EXTRAS – GIVING OUR PCNS EXTRA VALUE FOR THEIR MONEY



APPOINTMENTS
MON-FRI EVENINGS
AND SATURDAYS



HEAD OFFICE PROVIDE

- Staff recruitment training and monitoring
- HR
- Governance (quality audits, surveys & risk assessments)
- Finances
- Service provision
- Rota management
- Secretarial provision
- Stock
- Prescribing monitoring



APPOINTMENTS OFFERED 49,549

APPOINTMENTS BOOKED 40,522 **82%**

9% DNAs 4,324

'Can't praise this service enough, brilliant staff'

'Very impressed with the service you deliver for our PCN and I am aware that each and everyone of you goes above and beyond what the patients and the practices expect. It doesn't go un-noticed'

'Brilliant to be able to have quick access for a blood test and should be an asset for people who are working. Staff were excellent. Brilliant service'

REFERRALS
3,477

Annual Hours **CONTRACTED 14,658** **VS** **ACTUAL 16,087.50**