

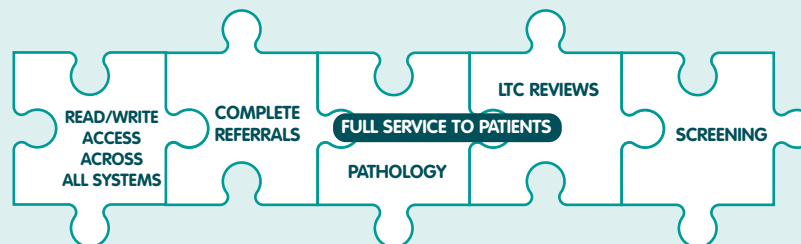


# YEAR ONE OF OUR ENHANCED ACCESS SERVICE

## CENTRAL PCN SERVICE OVERVIEW

OCTOBER 2022 - OCTOBER 2023

### FED EXTRAS – GIVING OUR PCNS EXTRA VALUE FOR THEIR MONEY



### 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**

8,198

**APPOINTMENTS  
BOOKED**

**79%**

6,461

**10% DNAs**

841

**Annual Hours**

CONTRACTED  
**2,990**

**VS**

ACTUAL  
**3,033**

'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'

