

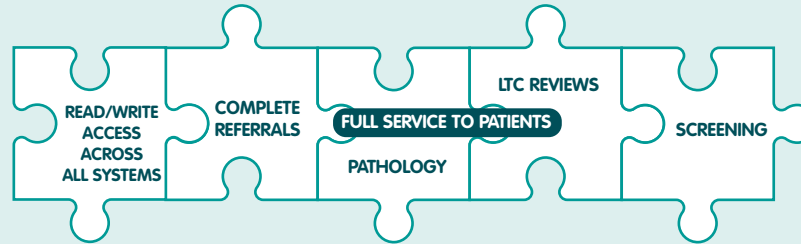
# YEAR ONE OF OUR ENHANCED ACCESS SERVICE

## CHORLEY ROADS PCN 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

6,719

APPOINTMENTS  
BOOKED

84%

5,655

7% DNAs

482

Annual Hours

CONTRACTED  
1,976



ACTUAL  
2,082

'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'



**we**  
are your enhanced  
access service  
delivery team

