## **Your information**

In some cases the practice seeing you may not have full access to your medical documents. If you are concerned about whether an evening or weekend appointment is suitable for you, please speak to your practice.

#### **NHS 111**

If your GP practice is closed and you need healthcare advice, please call NHS 111.

NHS 111 is free to call and available 24 hours a day.



### 999

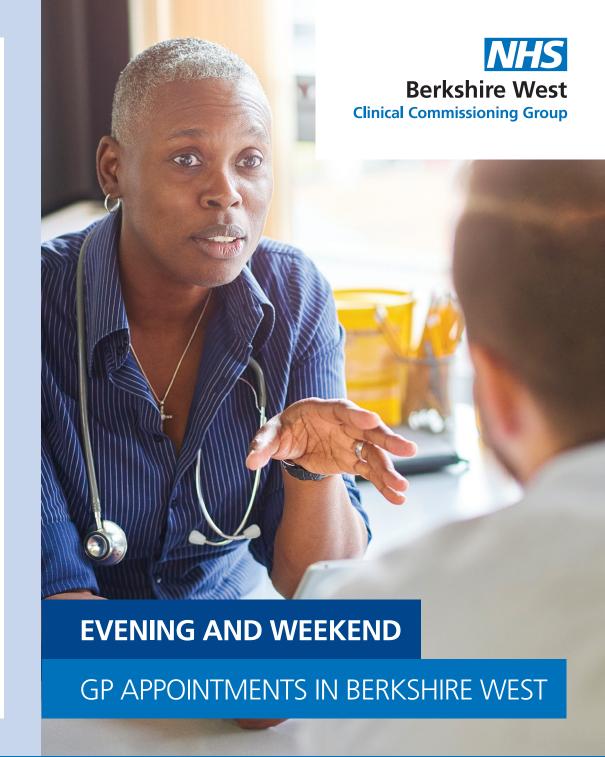
For life threatening or serious injuries you should dial 999.

#### Feedback

If you wish to give feedback or have a complaint about your appointment, please speak to reception at the time or contact your practice.

# For further information please visit:

www.berkshirewestccg.nhs.uk/enhanced-gp-access



# **Evening and weekend appointments**

People in Berkshire West can now access GP services during evenings (until 8:00pm), at weekends and on Bank Holidays.

By offering GP appointments at these times, we aim to make it more convenient for people who find it difficult to see a GP during regular hours.

## When can I get an appointment?

Appointments are available:

Monday to Friday evenings: 6:30pm – 8:00pm

Saturday: 8:00am - 12:00 noon\*

Sunday / Bank Holidays: 8:00am – 12:00 noon\*

\* Start and end times may vary according to location. Please contact your GP practice for exact times.

## Who can book these appointments?

Appointments are available to anyone registered with a GP in Berkshire West (covering Reading, Wokingham and Newbury).

## How do I book an appointment?

Just contact your practice in the normal way.

Please note: These appointments can only be booked in advance and bookings should be made during normal opening hours (typically 8:00am – 6:30pm Monday to Friday).

Unfortunately, we can't see you if don't pre-book, so please don't turn up outside normal practice opening hours without booking an appointment first.

#### Where will I be seen?

Your appointment may be provided by another local GP practice or at another location. So when offered an appointment, please make sure you know where you need to go - our staff will be more than happy to advise you.

# What if I need to cancel my appointment?

If you can't make it to your appointment, please contact your usual GP practice as soon as possible as we might be able to offer it to someone else.

