

## Press release – 14 December 2017

### Need to see a GP or nurse over the festive holidays?

More than two million North West London residents are benefitting from improved GP services, with extra appointments being made available over Christmas and New Year including 24, 25, 26 December and 1 January.

In addition to normal opening times, GPs and nurses are offering patients appointments in the evening, on weekends and bank holidays.

Additional appointments are being made available at the following times in:

<b>Borough</b>	<b>Monday to Friday</b>	<b>Saturday and Sunday</b>	<b>24, 25, 26 December and 1 January</b>
Brent	6pm-9pm	8am-8pm	8am-8pm
Harrow	6.30pm-8pm	8am-8pm	8am-8pm
Hillingdon	6.30pm-8pm	8am-8pm	8am-8pm
Westminster	6.30pm-8pm	8am-8pm	8am-8pm
Kensington and Chelsea, Queen's Park and Paddington	6pm-9pm	8am-8pm	8am-8pm
Hammersmith and Fulham	6.30pm-8pm	8am-8pm	8am-8pm
Hounslow	6.30pm-8pm	8am-8pm	8am-8pm
Ealing	6.30pm-8pm	8am-8pm	8am-8pm

Residents can book these additional appointments by calling their GP practice or NHS 111 when their own practice is closed. Appointments are accessible either at residents own GP practice or a nearby local health centre.

This is really exciting for North West London residents as they can make appointments with a GP or nurse at a time and in a place that is convenient for them seven days a week.

As well as improving GP services, this new offering is set to improve:

- Patient experience
- reduce avoidable A&E visits and unscheduled hospital admissions.

Dr Neville Pursell, Clinical Lead for primary care, North West London Collaboration of Clinical Commissioning Groups said: *“Our aim is to ensure that individuals such as carers, parents and people with work commitments have faster access to a GP or nurse, more hours a day. Timely access to GP services is a top concern when people are asked about the NHS. Offering evening, weekend and bank holiday appointments helps to tackle this issue. It is hoped that these additional GP appointments will also help to relieve pressure on hospital emergency departments and Urgent Care Centres (UCCs) as well as provide more convenient access to routine general practice for patients.”*

UCCs and A&E departments will soon be able to direct patients to the service at the weekends, where clinically appropriate. Work is underway to enable UCCs to directly book appointments for people who do not require emergency care.

For more information or to book an appointment with a GP or nurse please contact your local GP practice or call NHS 111.

Help the NHS by sharing [our festive animation](#) about how to see a GP or nurse over Christmas and New Year. Find us on Twitter [@Healthiernw](#), Facebook ['NHS Stay Well'](#) and You Tube ['Healthier North West London'](#).

**[ENDS]**

### **Notes to editors**

1. The North West (NW) London health and care partnership is made up of over 30 NHS and local authority organisations. Between us, we plan, buy and provide health and care services for more than two million local residents across eight boroughs, spending around £4 billion per year. There are 400 GP practices, ten hospitals and four mental health and community health trusts across the eight boroughs.  
Find out more: [www.healthiernorthwestlondon.nhs.uk/](http://www.healthiernorthwestlondon.nhs.uk/)
2. This work is one of the five priorities agreed and included in the NW London Sustainability and Transformation Plan published in October 2016. We are focused on increasing investment and support for GPs so that they are able to provide more access, proactive and coordinated care for their local communities. This is to ensure that individuals and carers get faster access to a GP or nurse, more hours a day.