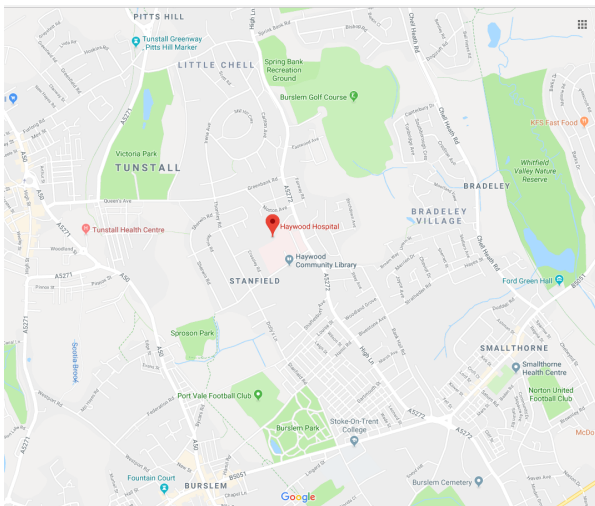


## You Have Been Given an Appointment at the Primary Care Access HUB—How to Get There?

The HUB is based inside Haywood Hospital on High Lane, Stoke-on-Trent ST6 7AG .



To help plan your journey to Haywood Hospital please type the following link into your web browser

<https://www.firstgroup.com/journey-planner/>

There is a pay and display car park on site . We are working with the Haywood Hospital with the aim of removing the parking charge for patients attending the Primary Care hub .

### Opening Times

Monday - Friday 4.30pm—8.00pm

Saturday - 9.00am - 4.00pm

We are also planning to have some Sunday opening in the future

### NHS Zero Tolerance Zone

Physical violence and verbal abuse are a growing concern for GP's, Nurses and other Staff. Our staff have the right to Care for others without the fear of being attacked or abused.

Any patient who is violent or abusive towards any member of the staff may be removed from the premises and will not be seen.

We ask that you treat the GP , nurse and all staff politely and without violence or abuse.

### Complaints

We try hard to give the best Care possible and welcome suggestions or comments to improve our service. If you have a complaint or concern about the service you have received from the doctor or from any of the staff working in this HUB, please let us know. Ask at reception for a complaints/comments leaflet.

## Haywood Primary Care Access HUB

North Staffordshire  
GP Federation  
[www.nsgpfed.org.uk](http://www.nsgpfed.org.uk)



This leaflet explains:

- What the Primary Care Access HUB is
- Answers some frequently asked questions
- How to book an appointment
- How to get there

*(Version 2: February 2020)*

## **What is the Primary Care Access HUB and What Services Are provided?**

The Primary Care Access HUB has been set up to ensure everyone has easier and more convenient Access to GP services, including appointments at evening and weekends.

Local GP practices are working together to offer patients better Access to GP appointments in Haywood Hospital. This means you will be able to see a GP or practice nurse [or other health professional] at a time which is most convenient for you.

You can now book appointments to see a GP or practice nurse or other health professional in the evenings or at weekends.

Appointments are available from 16.30pm—20.00pm Monday to Friday and 9.00am—16.00pm on Saturday. We will review these times based on usage and patient feedback.

The HUB Premises Has Suitable Access For All Disabled Patients.



## **Frequently asked Questions**

### **What if I need a referral?**

The GP that you see at the HUB will communicate the need for your referral to your own GP practice. Your referral will then be sent from your practice

### **What if I need a follow up appointment?**

You will be informed of this by the clinician you are seeing in the HUB. You will then just need to contact your own GP practice to make a further appointment

### **What happens if I need a prescription?**

A prescription will be printed at the time of your consultation for you to take to any local pharmacy.

### **What happens if I need tests?**

Any tests will be ordered at the time of your consultation. The results will go back to your own GP practice.

### **What if I need to cancel an appointment?**

You should contact your GP surgery to cancel any appointment which is booked at the HUB.

## **How to Book an Appointment**

You should contact your GP practice as normal. Ask the receptionist to book your appointment with Haywood Primary Care Access HUB. Patients should note; that some consultation types or treatment room services cannot be undertaken at the HUB. Please share the reason for your request with the receptionist, who will treat this in confidence and will then be able to sign post you to the most appropriate clinician or service to meet your needs.

## **Local Pharmacies**

**Asda Supermarket Pharmacy**—Scotia Road, Tunstall, Stoke on Trent, ST6 6AT. Opening times: Mon—Fri 7.00am—10.00pm, Sat 7.00am—10.00pm Sun 10.00am—4.00pm

**Boots Pharmacy**—Unit 10 Alexandra Retail Park, Scotia Road, Tunstall, Stoke-on-Trent, ST6 6BE . Opening times: Mon-Fri 8.30pm—6.30pm, Sat 9.30am to 5.30pm and Sun 10.30am—4.30pm.

**Well Pharmacy Burslem**—97 High Lane, Burslem  
Stoke-on-Trent, ST6 7DF. Opening times: Mon—Fri 8.30am to 6pm, Sat 9am to 12pm.