

WALK-IN CENTRES

	What is it like now?	What could it be like?	
How to access? (e.g. face to face, telephone, online)	Walk-in	Access via online Option for non-face to face advice or booking face to face appointment Walk in option still available	
Who to access? (e.g. Nurse, GP, pharmacist etc...)	Advanced Nurse Practitioner	Multi disciplinary (GP; pharmacist) Increased links with primary care	
When to access? (e.g. core hours, evenings, weekends)	Mon-Fri 8:00-20:00 Sat/Sun 9:00-13:30 Bank Holidays 9:00 - 17:00 (closed Christmas Day, New Year's Day & Easter Sunday)	Various options for opening based on need e.g. increased weekend and bank holiday opening	

EXTENDED HOURS

	What is it like now?	What are our ideas on what it could be like?	What are your ideas on what it could be like?
How to access? (e.g. face to face, telephone, online)	Face to face booked appointments	Access via online Option for non-face to face advice or booking face to face appointment	
Who to access? (e.g. Nurse, GP, pharmacist etc...)	GP	Multi disciplinary	
When to access? (e.g. core hours, evenings, weekends)	Outside of core hours: after 6:30pm and before 8am	Number of hours practice can offer linked to number of patients on a practice's list. Various options based on need as agreed with each Practice's patient participation group	

WEEKEND PLUS

	What is it like now?	What could it be like?	
How to access? (e.g. face to face, telephone, online)	Booked Face to Face appointments Re-directed from 111	Access via online Option for non-face to face advice or booking face to face appointment	
Who to access? (e.g. Nurse, GP, pharmacist etc...)	GP Practice Nurse	Multi disciplinary Increased links with urgent care	
When to access? (e.g. core hours, evenings, weekends)	8am -8pm 365 days per year	Retain 8am-8pm 365 days per year but various options on number of hubs that are open within those hours	

URGENT CARE CENTRES

	What is it like now?	What could it be like?	
How to access? (e.g. face to face, telephone, online)	Walk-in Directed from 111	Access via online Option for non-face to face advice or booking face to face appointment	
Who to access? (e.g. Nurse, GP, pharmacist etc...)	GP and nurses	Multi-disciplinary Increased links with primary care	
When to access? (e.g. core hours, evenings, weekends)	24 hours 365 days per year	Various options based on need e.g. reduced overnight opening	