**Patient Feedback**

**Relocation of Saturday Enhanced Access Appointments, currently held at Spilsby Surgery, Bull Yard, Simpson Street, Spilsby, Lincolnshire,**

**PE23 5LG**

**Introduction**

This request relates to the relocation of Saturday Enhanced Access Appointments, currently held at Spilsby Surgery.

Due to unforeseen circumstances, from Saturday 6 April 2024, the First Coastal Primary Care Network (PCN) will be relocating their Face-to-Face Saturday Enhanced Access provision from Spilsby Surgery. These appointments are offered to patients registered at Merton Lodge Surgery, Spilsby Medical Practice, Stickney Surgery, and Old Leake Medical Centre which make up the First Coastal Rural division of the PCN.

Patients will be offered the following alternative locations to access these appointments, where a face to face appointment is required, until a final decision on a permanent location has been made:

• Beacon Medical Practice, Skegness Rd, Ingoldmells, Skegness PE25 1JL

• Marisco Medical Practice, Stanley Ave, Mablethorpe LN12 1DP

While these are temporary arrangements, they could become permanent if the PCN are not able to secure another suitable site. Your opinion plays a crucial role in this decision-making process.

Please complete the feedback link below to let us know your views on this change and any impacts we need to consider: [click here](https://nhslincolnshire.qualtrics.com/jfe/form/SV_6yzovRyEQcjpHMO)

Please note that there will be no changes to staff or the availability of appointments, and the Saturday service will remain open 9am to 5pm. The provision for weekday evening appointments remotely will remain unchanged.

**Enhanced Access** is a service provided by GP practices where routine appointments are available outside of the practices core opening hours of Monday to Friday 8.00am - 6.30pm. Patients are able to make pre-bookable and same-day General Practice service appointments with a range of clinical professionals, this may be delivered at a different location to your own practice, or at a hub in the PCN practice’s geographical footprint, they may also be online, or by telephone if appropriate. The contract states that these appointments should be delivered Monday to Friday (between 6:30pm-8:00pm) and on Saturdays between 9:00am and 5:00pm, however, a proportion of these extra appointments could also be provided outside of these times, where it can be evidenced by the PCN that different appointment times would better meet the needs of the PCN’s patient population.

**Thank you**

**First Coastal Primary Care Network\***

\*The First Coastal Primary Care Network First Coastal Primary Care Network is a group of seven GP practices known as First Coastal Primary Care Network (PCN), who all work together to improve the health and wellbeing of over 80,000 people living in the east of Lincolnshire. The PCN operate in two divisions, led by one management team. Beacon Medical Practice, Marisco Medical Practice and Hawthorn Medical Practice make up the First Coastal Division and Merton Lodge Surgery, Spilsby Medical Practice, Stickney Surgery, and Old Leake Medical Centre make up the First Coastal Rural division.