**Extended Hours Policy**

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| **Version:** | **Review date:** | **Edited by:** | **Approved by:** | **Comments:** |
| v1 | 09/08/2020 | Sultan Mohamed | Munira Mohamed |  |
| v2 | 31/08/2021 | Sultan Mohamed | Munira Mohamed | Extended hours information updated |
| v3 | 30/11/2022 | Sultan Mohamed | Munira Mohamed | Extended access at SHC transferred to NICS |
| v4 | 02/01/2024 | Sultan Mohamed | Munira Mohamed | Reissued |
|  | September 2025 |  |  | Next review |
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**Extended Hours**

Extended hours opening is after 6.30pm Monday to Friday and Saturday and Sunday.

**Extended Access Appointments**

Sheerwater Health Centre is member of North West Surrey Integrated Care Services (NICS) GP Federation of 38 practices in North West Surrey. GP improved access services are provided by NICS to all practices.

**Extended hours at Sheerwater Health Centre**

The practice no longer offers extended hours appointments at practice premises – all appointments are now handled by NICS

<https://www.nicsfed.co.uk/services/patient-services/>

**Extended Access Appointments**

Since Monday 20th August 2018 it has be even easier for people to make an appointment with a GP, thanks to a new national ‘extended access’ initiative, which improves access to primary care services in North West Surrey. This means, in addition to being able to book GP appointments at your local practice, you will also have access to additional appointments during the evenings and at weekends at four locations across the local area.

The extra appointments are being provided by the GP federation that brings together all 40 GP practices in the local area and is known as North West Surrey Integrated Care Services.

By working together in a new and different way local GP practices will be improving access to primary care appointments, making it even easier for local people to get the care and advice they need, at a time that’s convenient to them.

These additional appointments will be available from 18:00 – 21:00 on weekday evenings (including bank holidays but not in August), and from 09:00 – 12:00 at weekends.

Patients can book these appointments through their local GP practice. As these extra appointments are provided from four GP surgeries in the area, the GP or clinician will have access to your medical record, with your consent, giving them access to all the information they would need to provide the best possible care.

The additional appointments will be provided at the following locations – and patients in North West Surrey can book appointments at any of these sites:

[**The Red Practice**](https://www.nhs.uk/services/gp-surgery/the-red-practice-walton/H81094) – Walton Health Centre (Rodney Road, Walton-on-Thames, KT12 3LB)

[**Studholme Medical Centre**](https://www.nhs.uk/services/gp-surgery/studholme-medical-centre/H81009) – (50 Church Road, Ashford, TW15 2TU)

[**Sunbury Health Centre**](https://www.nhs.uk/services/gp-surgery/sunbury-group-practice/H81003) – (Green Street, Sunbury-on-Thames, TW16 6RH)

[**Woking Community Hospital**](https://www.nhs.uk/services/hospitals/overview/defaultview.aspx?id=45951) – (Heathside Road, Woking, GU22 7HS)

For more information about this new service and the North West Surrey Integrated Care Services federation please visit [**www.nicsfed.co.uk**](https://www.nicsfed.co.uk/).

**NICS Privacy Policy**

Sheerwater Health Centre is member of North West Surrey Integrated Care Services. NICS privacy policy is available at

[NICS- Privacy Notice | Sheerwater Health Centre](https://www.sheerwaterhealthcentre.nhs.uk/practice-information/nics-privacy-notice/)

**NICS- Privacy Notice**

NICS has a legal duty to explain how we use any personal information we collect about you, as a registered patient.

If you have been asked by your practice if you would like an appointment in an Improved Access Clinic for GP, Nurse or Physiotherapy and you have agreed. Then your details will have been forwarded to NICS.

NICS are the GP Federation for the 38 practices in North West Surrey and we support your practice by offering medical services.

NICS maintain records about your health and the treatment you receive in electronic format on our EMIS System.

**What information do we collect about you?**

We will collect information such as personal details, including name, address, next of kin, records of appointments, visits, telephone calls, your health records, treatment and medications, test results, X-rays, etc. and any other relevant information to enable us to deliver effective medical care.

**How we will use your information**

Your data is collected for the purpose of providing direct patient care; however, we can disclose this information if it is required by law, if you give consent or if it is justified in the public interest. NICS may be requested to support research; however, we will always gain your consent before sharing your information with medical research databases such as the Clinical Practice Research Datalink and QResearch or others when the law allows.

In order to comply with its legal obligations, NICS may send data to NHS Digital when directed by the Secretary of State for Health under the Health and Social Care Act 2012. Additionally, NICS contributes to national clinical audits and will send the data that is required by NHS Digital when the law allows. This may include demographic data, such as date of birth, and information about your health which is recorded in coded form; for example, the clinical code for diabetes or high blood pressure.

Processing your information in this way and obtaining your consent ensures that we comply with Articles 6(1)(c), 6(1)(e) and 9(2)(h) of the GDPR.

**Maintaining confidentiality and accessing your records**

We are committed to maintaining confidentiality and protecting the information we hold about you. We adhere to the General Data Protection Regulation (GDPR), the NHS Codes of Confidentiality and Security, as well as guidance issued by the Information Commissioner’s Office (ICO). You have a right to access the information we hold about you, and if you would like to access this information, you will need to complete a Subject Access Request (SAR). Please send an email to nics.admin@nhs.net to request a SAR form and you will be given further information. Furthermore, should you identify any inaccuracies, you have a right to have the inaccurate data corrected.

**Opt-outs**

You have a right to object to your information being shared. Should you wish to opt out of data collection, please contact a member of staff at your own GP surgery who will be able to explain how you can opt out and prevent the sharing of your information; this is done by registering to opt out online (national data opt-out programme) or if you are unable to do so or do not wish to do so online, by speaking to a member of staff.

**If you opt out you cannot be seen in any of NICS clinics.**

**What to do if you have any questions**

Should you have any questions about our Privacy Policy or the information we hold about you,

Contact NICS data controller via email at [**nics.admin@nhs.net.**](mailto:nics.admin@nhs.net)

The Data Protection Officer (DPO) for NICS is Dr Mohan Kanagandasaram.

Our full privacy policy can be seen on our website.

www.nicsfed.co.uk

**Complaints**

In the unlikely event that you are unhappy with any element of our data-processing methods, you have the right to lodge a complaint with the ICO. For further details, visit ico.org.uk and select “Raising a concern”.

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