



Now Available At Your Practice!

7-Day Primary Care Access

0161 476 9667

NHS Stockport CCG have commissioned Viaduct Health and Mastercall Healthcare to provide access to routine primary care at weekends. Over the past few months, we have worked tirelessly to design this service to support our members and patients, by providing additional appointments at weekends across our initially commissioned coverage of the two localities of Bramhall and Cheadle, and Stepping Hill and Victoria. We are pleased to report that this service has performed well across these two localities, and has already seen a significant rise in uptake from patients and practices.

Given the success of the service to date, we are pleased to announce we will **now be expanding this service's coverage to all member practices across Stockport with immediate effect**. This means that for the first time, practices in the Heatons and Tame Valley, and Marple and Werneth, will also be able to access the service, during the operating times listed below.

For reference, this service is intended to improve the management of patients with chronic disease and to identify patients with undiagnosed chronic disease. This service is not intended to act as a walk in centre or to provide urgent care but to offer additional capacity through pre-bookable appointments.

ViaductHealth



What are the operating times for this service?

Appointments are available at Mastercall Healthcare’s premises at International House, Pepper Road, Hazel Grove, Stockport, SK7 5BW. Appointments are available at the following times

- 0900 - 1500 on Saturdays
- 0900 - 1300 on Sundays.

What kind of appointments are currently available through this service?

GP	<ul style="list-style-type: none"> • Any routine GP consultation (any new or ongoing condition)
Practice Nurse	<ul style="list-style-type: none"> • Review of any chronic condition (including, but not just, QOF) • Smears • Routine venepuncture • Weight management • Diabetic foot checks • Lifestyle advice • Memory test (dementia screen, e.g. GPCOG) • Smoking cessation • Contraceptive reviews (Please Note: This does not include giving injections or inserting coils/implants)
Healthcare Assistants	<ul style="list-style-type: none"> • NHS health checks • Routine venepuncture • Routine ECGs

Can my practice receive feedback from the appointment? How will I receive this?

Yes! All information will be transmitted back to the Practice via the usual Mastercall post-event messaging, with the intention for EMIS tasks where practices have activated the relevant permissions. Please contact rebecca.walker9@nhs.net if you have any queries about activating these permissions.



Can my practice claim for any activity performed on its behalf?

Yes! Your practice can claim for any activity performed on its behalf – e.g. ECGs.

Can you give any examples of the types of patients that can be referred?

Yes, two examples of patients that could be referred are:-

Patients discharged from hospital or having attended outpatient appointments

- These often include a request that GPs perform follow up tests within a relatively short time window. This service provides much needed extra capacity for practices.

Patients requiring New Patient Checks

- These are often time-consuming for practices. This service provides the usual practice introduction/leaflet, and the opportunity for BP, BMI, health check bloods, alcohol screen etc., through this service.

How can I refer into this service?

It is easy to refer into the service. Just follow these simple steps:-

- 1. Dial 0161 476 9667. (Please note – this telephone number is not to be given to patients. This is a healthcare professional line only)**
- 2. Advise the call handler that you want to book a 7 Day Access appointment.**
- 3. Provide the patient's details and contact telephone number**
- 4. Provide the reason for the appointment and the type of clinician required.**
- 5. Mastercall will contact the patient directly to arrange the appointment**

Why are Viaduct Health and Mastercall Healthcare providing this service?

Viaduct Health and Mastercall Healthcare are working together to provide this service with a design that we believe ensures the maximum benefit for local practices, and patients. Our aim is to provide much needed support for local practices by reducing the strain on General Practice resources during weekdays, by offering additional appointments at the weekend, and by improving chronic disease management.