

GP Out of Hours

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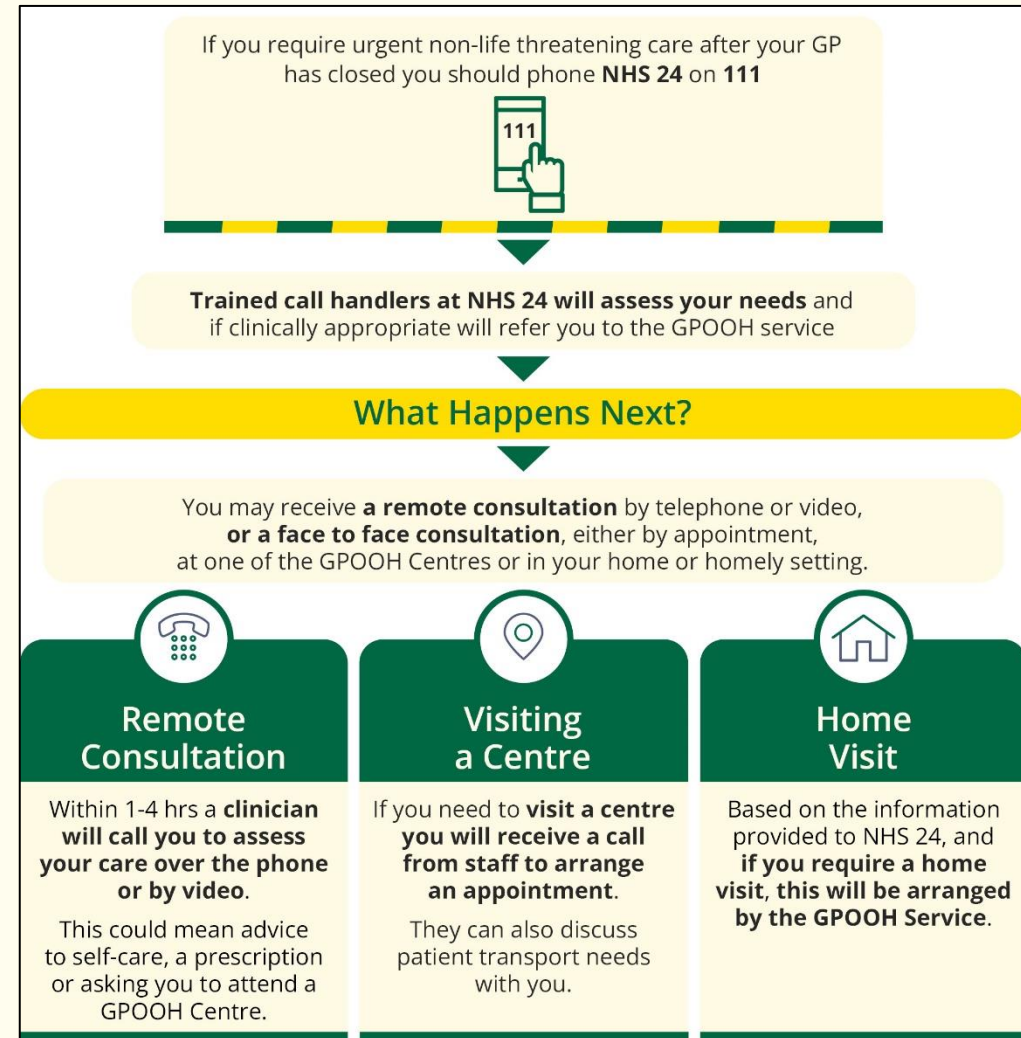
What is the GP Out of Hours service?

- The GP Out of Hours (GPOOH) service in NHS Greater Glasgow and Clyde (NHSGGC) provides urgent care to patients when their regular GP service is closed.
- This is between 6pm and 8am and weekends and bank holidays.
- These services are designed to handle non-life-threatening medical issues that require attention outside regular working hours, such as evenings, weekends, and public holidays.
- The GP Out of Hours service provides approximately 15,000 patient consultations per month across the NHSGGC board area.



How do I access GP Out of Hours?

- GPOOH is now accessed in the evenings, overnight and across the whole weekend and public holidays by contacting NHS24 on 111.
- Trained call handlers at NHS24 will assess your needs and if clinically appropriate will refer the you to the GPOOH service.
- Patients can speak to a clinician over the phone or via a virtual consultation from the comfort of their own home, meaning you may not have to travel to a GPOOH Centre.
- If you need a face to face appointment, but cannot travel, we can also offer home visiting options and for those who need support to get to a centre, patient transport can be arranged.



Where are the GP Out of Hours Centres?

- Inverclyde Royal Hospital (Partial weekend cover and bank holiday.)
- New Victoria Hospital
- New Stobhill Hospital
- Royal Alexandra Hospital
- Vale of Leven (Lomond)
- The services previously delivered at Easterhouse Health Centre, Gartnavel General Hospital, Queen Elizabeth University Hospital and Greenock Health Centre were closed to concentrate services and resources on a smaller number of sites.

Why did the GPOOH service have to change?

- In February 2020, NHSGGC reduced the number of GPOOH centres to help stabilise the service and to reduce unplanned closures.
- The walk in service was replaced with a telephone first model in line with all health boards across Scotland.
- The appointment only system has allowed the service to manage workloads, reduced waiting times for patients and ensure effective flow for patients.

Inverclyde Negative Feedback Themes

Long Waiting Times

Concern About Travel

Prescription Access

In Hours GP Access and follow up

Access for Children and Elderly

Inverclyde Positive Feedback

I'm very thankful for the OOH service, ailments can sometimes begin very suddenly so it's a valued service, I was extremely pleased with my experience.

I had every question I asked answered went from handler to nurse to Dr and got a prescription delivered to my local pharmacy. Every person I spoke to was kind considerate and listened to my ailments. felt much better for speaking to them and getting helpful advice and antibiotics. Thank you all great service very much appreciated.

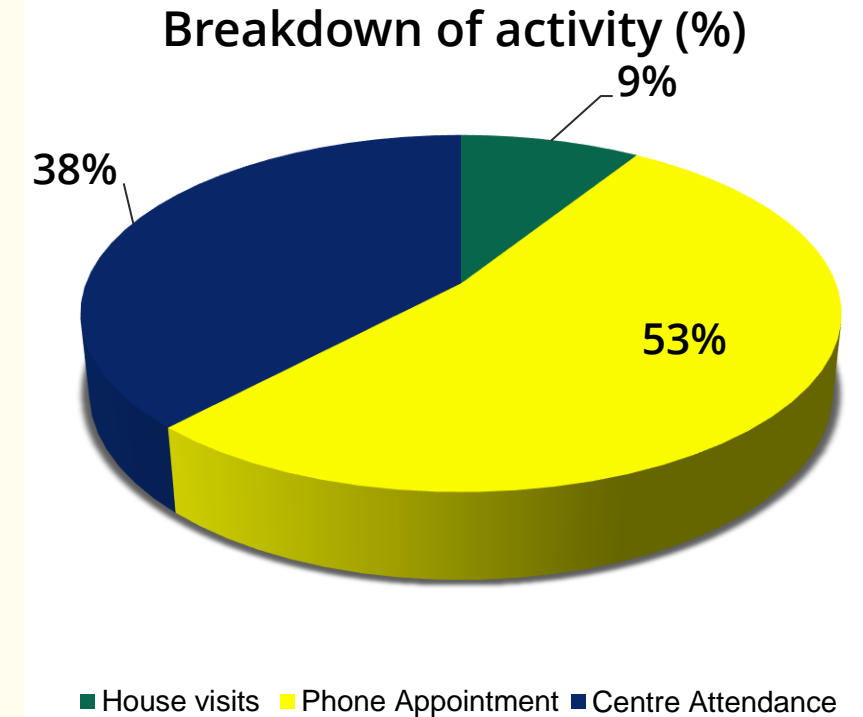
I was treated with care and didn't have to wait too long and my problem was successfully treated.

The service was easy to access, and once answered I was dealt with fairly quickly. The GP who attended exercised compassion towards my elderly aunt (I called on her behalf).

It was 2am. I was tired stressed, anxious and worried. The GP that came out was so lovely. She listened and didn't make me or my mom feel rushed or like we were a problem. She was compassionate and kind and I greatly appreciated that in the circumstances.

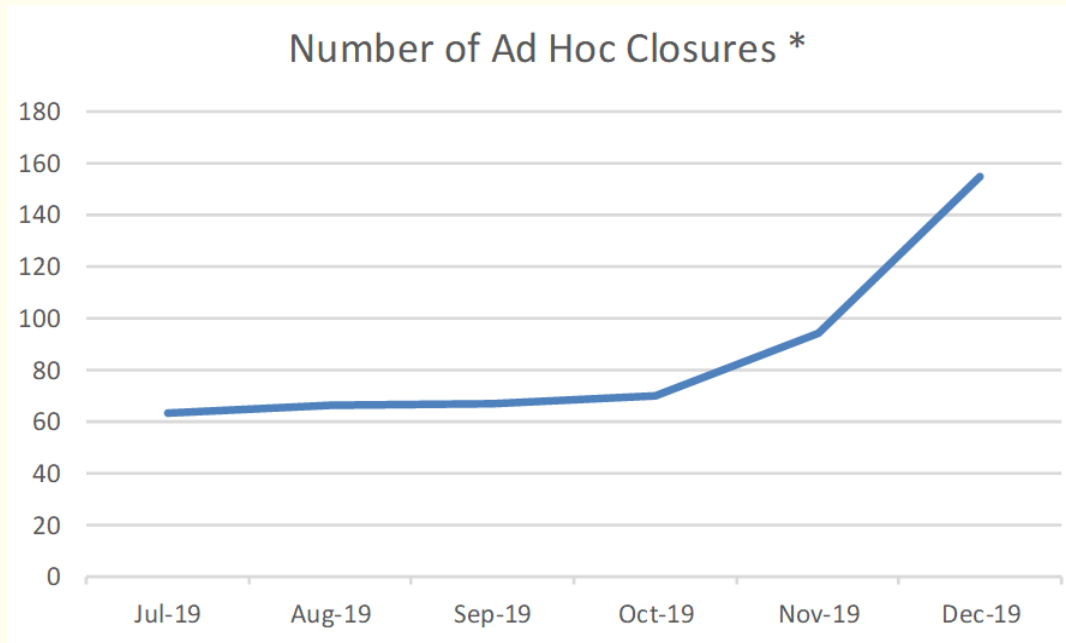
Activity

Month	House visits	Phone Appointment	Centre Attendance	Total
Mar-23	1255	7710	5427	14392
Apr-23	1550	10090	6851	18491
May-23	1395	9325	6475	17195
Jun-23	1159	7077	5126	13362
Jul-23	1400	7646	5618	14664
Aug-23	1122	6603	5372	13097
Average	1,314	8,075	5,812	15,200
Percentage	9%	53%	38%	100%

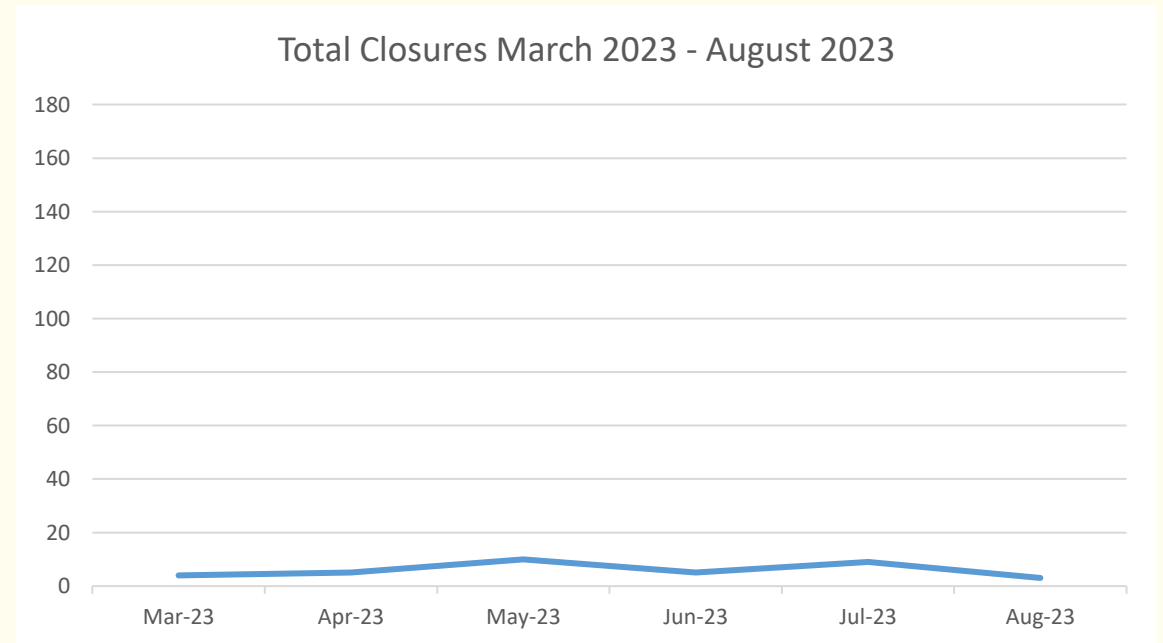


Delivering a more stable service

2019



2023



How to get involved

For more information on this and a link to our survey, please visit our website:

www.nhsggc.scot/gpooh/engagement

Or scan the QR Code:

