

Cold Face to Face Services

Extended Access face to face appointments are available to practices using the GP within the UTCs at Ponteland Road, Molineux Street and Westgate Road. This GP also provides appointments to walk-ins and patients redirected from 111 and ED. Appointments are available between 0800 – 2200 hrs seven days a week. There are some referral criteria to ensure the appropriate level of care is received by the patient, as well as maintaining equity of access for all practices, outlined below:

- The patient must have received an initial clinical triage prior to being booked in for a face to face appointment
- Certain conditions and patient groups are ideally seen by their registered GP rather than by the GPs at Ponteland Rd, Molineux and Westgate Rd:
 - Complex patients requiring continuity of care
 - Non-urgent cases
 - Those requiring management of LTC; unless it is an acute presentation of their condition
 - Patients with COVID symptoms – those patients requiring a face to face appointment should be booked into the Covid Home Visiting Service in accordance with the service’s referral criteria
- Patients can currently only be booked in to be seen on the same day. The exception to this is on a Friday afternoon when patients can be booked into be seen on Saturday morning by the additional GP
- The appointment ledgers are called “Weekday Ponteland Extended Access”, “Weekday Molineux Extended Access” and “Weekday Westgate Rd Extended Access”
- The following information is required when booking a patient in for a telephone triage consultation:
 - Patient details and contact numbers
 - Please ensure any translation needs are identified
 - Please ensure the patient has granted permission