

Practice Assist is an innovative new service designed by Care UK, the largest independent provider of NHS services in the country.

The aim is to work in partnership with GP practices across the UK to help improve access for patients and reduce the ever-increasing burden on GP partners and practices.

Practice Assist can offer an increased capacity and extended hours telephone consultation service to general practices; registered patients with medical needs will receive access to a telephone consultation the same day with read/write access to their notes.

We can support you to offer additional clinical capacity within your practice or enable you to provide a remotely managed extended hours service practice without any additional burden to your practice team.

#### **What can Practice Assist offer?**

- Reduced waiting times for face to face appointments from weeks to hours
- Full read and write access to patient records
- Remote support provided during exceptionally busy periods, such as winter pressures
- High resilience in clinical cover
- Trained and experienced GPs and other healthcare professionals supported by a robust quality assurance framework, including a regular audit schedule
- High closure rate of consultations over the phone

#### **How we support you and your patients**

We assist GP practices by providing the additional resource required to deliver the access your patients require.

Patients who are managed over the phone receive a complete telephone consultation with a registered clinician in the UK. If required, patients will receive a prescription sent directly to a pharmacy of their choice. If they need a referral or paperwork to be completed, that is also taken care of.

If an examination is required or they insist on seeing a GP the patient is booked in to see their own GP at the first available opportunity.

Your practice will always be in the driving seat during normal practice opening hours.

Our service can provide additional support and extended hours for your patients with complete access to your services from 8am-8pm Monday to Friday. Weekends and bank holidays are available on request.



**“The result has been nothing short of miraculous. Instead of having surgeries that were bursting, we now have surgeries with empty slots!”**

Dr Barry Sullman,  
GP Partner at Balaam Street  
Practice and Cluster Lead and  
Clinical Prescribing Lead for  
Newham CCG