

PE2070/C: Stop same-day-only GP appointment systems

NHS Western Isles submission, 9 April 2024

All Practices in the Western Isles offer both planned and on-the-day appointments. The Practices report that planned is the prevalent area, with the on-the-day slots available for any urgent on-the-day patient care. We have one practice, The Group Practice, which has, "a limited number of pre-bookable appointments but the majority for GPs are on the day".

Practices have their clinics set up, however keep urgent slots for anyone that needs to be seen on-the-day. Pre-bookable appointments work for patients who are on the Practice list, however for patients not on the list, for example temporary residents, the on-the-day offer is limited. Practices will add on to clinics if triage determines the need to be seen. The reduction in on-the-day, will see more activity going into flow navigation centres for urgent care, for NHS Western Isles, this would be into Western Isles Hospital A&E department and the Community Hospitals.

We will work on a test of change to support on-the-day pressures via our urgent care teams.

Primary Care have commenced a project to support the management of temporary residents. Temporary resident patients do cause system pressures across the services, and this is not limited to the holiday periods; tourism is seen throughout the year, however, can peak during the summer months.