The following provides guidance on implementing this enhanced service when patients contact the surgery:

Yes, if you have signed up to provide Can they be seen as this you will need to Patient contacts the surgery as they an In Hours Urgent Scenario 1 have become unwell at home. They offer care as Primary Medical have an out of area registration with appropriate Services patient? a practice near where they work which is 70 miles away No, as this would only Therefore this patient Can they be seen as Patient staying with a friend for a apply if the patient would need to be an In Hours Urgent Scenario 2 couple of weeks and becomes seen as a Temporary was resident in the Primary Medical unwell during the visit. They area Resident Services patient? live/reside outside of the area and are registered with a practice there Therefore this patient Can they be seen as No, as this would only Patient is in the area for a day, would need to be Scenario 3 an In Hours Urgent apply if the patient becomes acutely unwell and needs seen as Immediately Primary Medical was resident in the to be seen. They live/reside outside Necessary Services patient? area of the area and are registered with a practice there