

Firsway Health Centre

Hub Extended Hours Access Service

The extended hours hub service operating at Firsway Health Centre on behalf of Trafford Primary Health has been running for almost 9 months now.

In the six month period from July to January we have had a total of almost 3000 out of hours appointments for Trafford Patients solely based at Firsway Health Centre. This equates to almost 1500 GP appointments, 600 Nurse appointments and almost 900 Phlebotomy appointments. The extended hours service was set up to give more choice and access to patients to services which they may struggle to attend during normal working hours. It is also thought it should alleviate the demand on walk-in centres and A&E services.

From the feedback we have had to date a lot of patients have said that if it were not for this service they would have had no choice but to go to the walk-in centre or A&E to be seen for their problem. The feedback to date for our extended hours service has been phenomenal. Just some of the comments from our Trafford patients are:

“I work fulltime and have a young family. To be offered this service is amazing. This service is so forward thinking, I hope it is a success”

“Brilliant Service just what Trafford Needs”

“Excellent service provided by extremely friendly and helpful staff”

“Brilliant service! Very quick & efficient lovely friendly staff too”

“I think this is a fantastic idea! It has made life a lot easier for not having to take time off work to attend this appointment. Thank you”

“This is a brilliant service for people that work long hours in the week and can't get time off or to get appointment. Very grateful – more of it, more access please. Thank you”

“This is a brilliant service for people that struggle to take time off work. Staff & Doctor extremely helpful”

“Amazing service, fast efficient and super knowledgeable. Would recommend to anyone”

We are happy to announce that due to high demand and overwhelming support from Trafford Patients and surgeries the service has been extended for a further 6 months. This is not just here at Firsway but the other 3 GP Surgeries that also run extended hours in Trafford which are St. John's Medical Centre, Flixton Road Medical Centre & North Trafford Group Practice.

We believe this is a new forward thinking way of offering flexibility and availability to patients who would otherwise be waiting a long time to be seen or just not be seen at all due to time constraints on everyday modern life.

27 March 2019