**Enhanced Access**





**Shift / Session Publication and Allocation**

**When will shifts be published?**

We aim to have the shifts out at least 2 months in advance.

Since May 2023 we leave shifts open on Staff-box for a minimum of 1 week to ensure everyone has a fair chance to bid.

**How Shifts are Allocated**

When selecting the staff, we ensure where possible, at least one shift is given to each staff member a week. We do not prioritise; it is done as fairly and equally as possible.

As we are down to 1 admin through the week, we try to put new starters in on a Friday or Saturday where a key holder or another admin is on hand to help or assist where needed.

Practice / PCN staff will be given priority to shifts / sessions over agency staff.

Unfortunately, due to the nature of the service we cannot guarantee you will be accepted for all shifts. There are limited shifts and a high demand for these shifts so please keep bidding for any upcoming shifts you would like and keep an eye out for any cancellations.

**Shift Cancellations**

If there are any cancellations, we look at who previously bid for that shift who is reliable to turn up to a shift last minute and do it well. If no-one else has bid for the shift it will be resent for everyone to bid again.

*Administration Staff*

**Saturdays – All Hub sites**

* Keyholders for Hub sites are allocated the sessions first to ensure that the Hub sites will be opened and closed correctly.
* All other Saturday shifts/sessions are allocated to staff on the basis of previous sessions worked and knowledge of the Hub site – this does not rule out new staff being allocated these shifts.

Number of Admin per Hub site

* Garden Lane - 2 (1 Keyholder)
* Great Sutton / York Road - 2 (1 Keyholder)
* Bunbury - 1
* Helsby, Elton & Frodsham - 1

**Monday to Thursday – Garden Lane - Chester**

* The allocation of these shifts/sessions on the basis of previous sessions worked and knowledge of the Hub site - this does not rule out new staff being allocated these shifts, a new member of staff working in the Garden Lane Hub would receive information / help from the PCC Enhanced Access Team.

All shifts/sessions are 1 administration only.

**Friday – Garden Lane, Chester and Ellesmere Port, Great Sutton or York Road**

* The allocation of these shifts/sessions on the basis of previous sessions worked and knowledge of the Hub site - this does not rule out new staff being allocated these shifts, a new member of staff working in the Garden Lane Hub would receive information / help from the PCC Enhanced Access Team.

All shifts/sessions on a Friday are 2 administration.

*GP’s and Clinicians*

**Saturdays – All Hub sites**

* Saturday shifts/sessions are allocated to staff on the basis of previous sessions worked and knowledge of the Hub sites – this does not rule out new staff being allocated these shifts, a new member of staff working would receive information / help from the PCC Enhanced Access Team.

*Number of GP’s per Hub site (Saturday)*

* Garden Lane - 3 am sessions (9.00 – 12.30), 3 pm sessions (13.30 – 17.00)
* Great Sutton / York Road - 1 am session (9.00 – 12.30), 1 pm session (13.30 – 17.00)
* Bunbury - 1 am session (9.00 – 12.30), 1 pm session (13.30 – 17.00)
* Helsby, Elton & Frodsham - 1 am session (9.00 – 12.30)
* Neston & Willaston - 1 am session (9.00 – 13.00)

*Number of Clinicians per Hub site (Saturday)*

* Garden Lane - 3 (1 ANP, 1 PN, 1 HCA) am sessions (9.00 – 12.30)

 3 (1 ANP, 1 PN, 1 HCA) pm sessions (13.30 – 17.00)

* Great Sutton / York Road - 1 ANP am session (9.00 – 12.30)

 1 ANP pm session (13.30 – 17.00)

* Bunbury - 1 ANP am session (9.00 – 12.30)

 1 ANP pm session (13.30 – 17.00)

* Helsby, Elton & Frodsham - 1 (ANP or PN) am session (9.00 – 12.30)

**Monday to Friday – Garden Lane – Chester**

* These shifts/sessions are allocated to staff on the basis of previous sessions worked and knowledge of the Hub sites – this does not rule out new staff being allocated these shifts, a new member of staff working would receive information / help from the PCC Enhanced Access Team

Number of GP’s / Clinicians – Monday to Thursday

* 2 GP sessions – 6.30 – 8.30pm
* 1 ANP, 1 PN or 1 HCA session – 6.30 – 8.30pm

Number of GP’s / Clinicians – Friday

* 2 GP sessions – 6.30 – 8.30pm
* 1 ANP and or 1 PN and or 1 HCA session – 6.30 – 8.30pm

West Cheshire - Enhanced Access



Shift Bookings and Cancellations

We are currently experiencing a number of cancellations in the service and seek your support to reduce.

**A reminder of your commitment**as part of your registration**,**if you book a shift there is an expectation that you will commit to that shift and only not attend due to exceptional circumstances. Managing your reliability is essential to us to ensure that the service is run as smoothly and effectively as possible.

**We do understand that there are times where you need to cancel.**

We require a minimum of 48 hours prior notice of cancellation - this is important as enables us to:

* Refill the vacant shift with another bank member where possible
* Maintain the delivery of quality care to our patients

Please email Tasleem.ahmed1@nhs.net or Claire.gordon11@nhs.net to cancel a session (along with cancelling the shift on Staff-Box).

We also will provide you with a **minimum of 48 hours notice** if we need to cancel an Enhanced Access session due to operational reasons / exceptional circumstances. This will be via email or telephone.