



# Extended hours Overview

## What does Extended Hours do?

Providing provision of services over extended hours ensures access to care for routine bookable appointments and are guided by a careful analysis of practice population needs and are extended where this will suit population requirements and responsiveness to providing telehealth consultations and proactive care.

These extended hours services should be advertised to patients, including notification on practice websites, and publicity into the community, so that it is clear to patients how they can access these appointments and associated services.

To ensure ease of access for patients practice receptionists should be able to offer appointments to extended hours services on the same basis as appointments to non-extended hours services.

## Why?

