

## NNPC Clinical Service Website Information – Template

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| <b>Title of Service:</b><br>(avoid acronyms)                         | <b>GP Front Door Service</b>                                                                                                                                                                                                                                                                                  |
| <b>What is the service:</b><br>(Use active language/short sentences) | <b>The GP Front Door service was implemented in a response to the increasing pressure being felt by Emergency Departments at Hospitals around the UK. The aim of the service is to help patients get the most appropriate care for their needs when they choose to attend hospital for medical attention.</b> |
| <b>Who is it run by?</b>                                             | <b>The service is run by experienced GPs and Nurse Practitioners. A receptionist is available to welcome you and help you with any queries.</b>                                                                                                                                                               |
| <b>Where is it run from?</b>                                         | <b>The service operates across two sites in Norfolk. These are the James Paget University Hospital in Great Yarmouth and the Queen Elizabeth Hospital in Kings Lynn.</b>                                                                                                                                      |
| <b>When is the clinic run?</b>                                       | <b>Both services run Monday to Sunday 9am-9pm (subject to change)</b>                                                                                                                                                                                                                                         |
| <b>How do I get an appointment?</b>                                  | <b>You cannot book appointments for this service. Appointments are allocated to individual patients when deemed necessary and appropriate by one of the clinical team working at one of the sites.</b>                                                                                                        |

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| <b>How do I contact the service?</b>             | <b>Through the NNPC office on 01603 576091</b>                          |
| <b>What do patients think about our service?</b> | <b>Feedback of the both services has been excellent since inception</b> |