**Better Access**

We’re improving our Better Access service to ensure our patients experience good speed of access to primary care. We’re doing this through increasing our opening times and making it easier to arrange an appointment at a time to suit you.

GP Practices in Whitby are working together with Heartbeat to offer a wider range of appointments between 6:30-8pm Mon-Fri and 9am-5pm on Saturdays through Better Access Service clinics.

Patients registered with any of the GP Practices in Whitby will be able to access appointments at these extra clinics.

Please contact your practice reception team to book a routine appointment in advance.

These clinics will be delivered at **Whitby Community Hospital** as follows:

**Weekday evenings – 6:30pm-8pm**

**Weekends – 9am-5pm**

These appointments are for routine general practice care, it is not a walk-in, urgent or emergency care service.

If urgent care is required, please visit [www.111.nhs.uk](http://www.111.nhs.uk) or call 111 for advice.

If you have a life-threatening emergency call 999.