



Accessing GP services in Hampshire



Healthwatch Hampshire Report

A survey of Accessing GP practices in
Hampshire (December 2016) – produced by
David Levey – Volunteer Research Officer

Research and Data Statistics - Summaries

North Hants GP Surgeries: Out of twenty surgeries.....

Opening times

All surgeries specified opening time

It appears most surgeries (11 in total) open at popular time of 8am

6 surgeries in North Hants open at time of 8:30am

1 G.P. surgery in North Hants opens at time of 7:30am

1 G.P. surgery in North Hants opens at time of 8:15am

1 G.P. surgery in North Hants opens at time of 9:00am

Out of 20 surgeries in North Hants all GP surgeries specify opening times on their websites.

Most surgeries are popular and have their surgeries opened at 8:00am, and several open their surgeries 8:30am.

However 1 surgery opens at earlier time of 7:30am.

Closing times

It appears 15 surgeries close at popular time of 18:30

3 surgeries close 18:00

1 surgery closes 17:30

1 surgery is fully-closed 11:00 on Wednesdays

2 surgeries close between 11:00-16:30

Lunchtime closures:

1 surgery is closed between 12:00-14:00

3 surgeries close 13:00-14:00

Out of 20 surgeries ¾ of them close 18:30 and a couple close at earlier time 11:00.

A couple closes their surgeries around lunchtime between 12:00 – 14:00

Late nights

12 surgeries have unavailable late nights

8 surgeries have late night appointments

5 surgeries have late nights available between 18:30-19:30

1 surgery has late nights available between 18:30-19:45

2 surgeries have late nights available between 18:30-20:00

From website research 12 surgeries are closed by approximately 18:30 and late night appointments is unavailable.

8 surgeries have late night availabilities between 18:30 – 20:00

Weekends

15 surgeries have weekend closures

1 surgery opens 8:30-12:30

1 surgery opens 9:00-10:00

Saturday surgeries-there are 5 Saturday surgeries available - 3 surgeries are open between 8:00-11:00 (1 alternate

Saturdays and 1 every 3rd Saturday

On website there are listings that 15 GP surgeries do not open for appointments at weekends.

Couple of surgeries are available both on Saturday/Sunday between 8:30-12:30 and 1 of them is a 1 hour slot only 9:00-10:00

Website Accessibilities

2 Surgeries are inaccessible

3 surgeries has accessibility to Increase font and text size (only)

15 surgeries change the text style, size and colour of the font used, as well as the background colour

Customise settings in: •Internet Explorer •Firefox •Google Chrome •Safari (Tools-Internet Options-Accessibility)

Three quarter ¾ percent of surgery websites have availability to change and customise settings to change text layout and by altering their internet website browser setting and 3 surgeries are only able to change sizes of font/text.

There are couple of surgeries which do not have accessibility to change any text at all on their website

Registration processes - Most or every surgery require photographic ID proof

8 surgeries require photographic ID proof

20 surgeries require new patient registration forms / medical health questionnaire forms for completion

10 require proof of address details to be given

6 require NHS Card / NHS Number

9 require ID Passports

9 require ID driving licences

10 require either ID's of utility bills/council tax bills/bank statements or payslips

1 surgery requires TV licence

Out of all the 20 GP surgeries most of them require photographic ID proof to be given and displayed as evidence.

All of them require patients to fill in new patient registration form and/or either medical health questionnaires.

Half of surgeries need address details to be given as proof and also the entire half requires ID of either utility bill or council tax bills and either bank statement or payslip. 9 surgeries require both passport ID and ID of driving licenses. A few ask for NHS Card with Number on it and 1 surgery needs proof of TV licence to be given.

Booking Appointments

1 surgery is unspecified

19 surgeries have available bookings

Telephone calls is done by 16 surgeries

1 requires book in between 8am-10am

1 surgery require phone after 10am

1 requires book before 10:30

6 surgeries require call-in / reception booking

14 surgeries have online booking availability and 12 of them are via Patient Access

1 surgery requires booking 4 weeks advance

No surgery books appointments on-the-day

1 surgery has face-to-face consultation available

There is only one surgery which website does not list how to book appointment. The majority of surgeries are available with bookings required. Just over ¾ surgeries have telephone call needed for booking. A few surgeries – patients can pop into surgery and book appointment via Receptionist. And most of surgeries have the availability of using website to book appointments online and system mostly used is via Patient Access.

Waiting Times (Urgent/Routine)

6 surgeries unspecified process

8 surgeries require 10 minute appointment booking time slot

6 surgeries have same-day-appointment availability

1 surgery has 3 week advance waiting and 1 surgery is 5 - 6 weeks wait

There are 6 GP surgeries which do not mention on their website – anything about how long to wait, how long appointments take or process for urgent/routine appointments. Eight of them have appointment times available and to be seen in slots of 10 minutes.

There is availability for same-day-appointments and six of the surgeries can see patients on the actual same day they have check-up appointment and this function is available for anyone whom is required to be seen by their doctor for their condition which is Urgent.

Fareham & Gosport Clinical Commission Group GP Surgeries: Out of eighteen surgeries.....

Opening times

All surgeries specified opening time
It appears most surgeries (11 in total) open at popular time of 8:00
4 in total open 8:30
2 surgeries open 7:30
1 surgery opens 9:00

All GP surgeries within Fareham and Gosport Clinical Commissioning Group specify opening times on their websites.
Out of 18 surgeries just over half of them have popular opening time at 8:00am.
The other 7 open their surgeries between 7:30am to 8:30am and 1 opens at the latest time of 9:00am

Closing times

All surgeries specified closing time
It appears most surgeries close at popular time of 18:30 (11 in total)
6 surgeries close 18:00
2 surgeries close 19:30

Lunchtime closures:

1 surgery closes 13:00-14:00

Every GP website specifies which time their surgeries are closed. Popular closing time for 11 of them is 18:30pm in the evenings. And half the percentage of them have their surgery closed at either 18:00pm or 19:30pm (Couple surgeries close at 19:30). **And one surgery has a lunchtime closure between 13:00pm – 14:00pm**

Late nights

All surgeries specified late night listings
13 surgeries have unavailable late nights
5 surgeries have late night appointments
1 surgery has late nights available between 18:00-19:30
1 surgery has late nights available between 18:00-20:15
1 surgery has late nights available between 18:30-19:45
1 surgery has late nights available between 18:30-20:00
1 surgery has late nights available between 18:30-20:45

Out of the 18 surgery websites – all of them specify whether they have or do not have late night surgeries appointments, slots or availabilities to see doctor and 5 surgeries are open late in the evening and there are 13 of them which unfortunately are unavailable.

Five of the surgeries which are open have late night times available at times varying between 18:00 to at the latest time of 20:45.

Weekends

All surgeries specified weekend listings

5 surgeries are available and open every other Saturday

1 during morning and once per month
1 every 4th Saturday week per month 8:00-18:30
1 alternate Saturday via pre-book
1 on 1st of month 9:00-12:00
1 surgery is open 1st and 3rd of month 8:30-13:00

13 surgeries have weekend closures

All websites specify if their surgeries have weekend appointments available and also specify if there are not surgeries available either on Saturdays/Sundays and 13 of them are closed on both days. 5 surgeries are open on weekends and specify/include on their website(s) that there is only availability on every other Saturday per each month.

Weekly surgeries – it appears that there are **no surgeries** which operate on weekdays.

Website Accessibilities

3 Surgeries are inaccessible
4 surgeries has accessibility to Increase font and text size (only)
11 surgeries change the text style, size and colour of the font used, as well as the background colour
Customise settings in: •Internet Explorer •Firefox •Google Chrome •Safari (Tools-Internet Options-Accessibility)

On 18 GP websites – most of them are able to alter the text style layout – 11 in total, and there are only 4 surgeries which only allow size of text/font to be changed, but does not allow any changes to be made to font colour or not to background colour layouts

There are only 3 surgeries which do not give website accessibility to change anything such as text etc.

Registration processes - Most or every surgery require photographic ID proof

Every surgery specified registration process

8 surgeries require photographic ID proof

14 surgeries require new patient registration forms / medical health questionnaire forms for completion

10 require proof of address details to be given

1 require NHS Card / NHS Number

5 require ID Passports

5 require ID driving licences

8 require either ID's of utility bills/council tax bills/bank statements or payslips

1 requires house purchase details

3 surgeries require health checks

1 surgery requires Armed Forces F.Med 133, discharge certificate / any medical records

A majority of surgeries require registration processes to be completed via patients filling in forms of registration and/or either medical health questionnaires. And they also need photographic proof of identification with passports and driving licences. Other forms of identification required as vital evidence include address proof, utility bills or either council tax bills or payslips are possibilities. And 1 surgery requires evidence of NHS card/number to be shown and another 1 require details on purchases of latest home address.

If anyone belongs to the Armed Forces a requirement is needed for a **Medical 133 Discharge certificate and/or any other medical record to be given / shown in surgery or to Doctor upon Registration process**

A health check assessment is given as requirement for three of the surgeries.

Booking Appointments

1 surgery is unspecified

Telephone calls is done by 12 surgeries

10 surgeries require call-in / reception booking

13 require Website accessing (4 via Patient Access online)

1 surgery requires walk-in clinic

Only 1 GP website unspecified how patient books an appointment. The popularity process which is used the most is using telephone and by 12 of the surgeries and 10 has option to call in to book and via reception desk.

The other popular booking function used is website access by booking appointments online and 4 surgeries have use function of **Patient Access**.

There is 1 of the surgeries – where a walk-in clinic is given if patient requires an appointment or perhaps to be seen on the same day – when they need to be seen only or urgently on that day – and appointments do not have to be made with Receptionist or Doctor on day or beforehand.

Waiting Times (Urgent/Routine)

5 surgeries unspecified

1 surgery requires 5 minute appointment booking time slot

3 surgeries require 10 minute appointment booking time slot

1 surgery has 48 hour access

1 surgery requires 90 minute attendance waiting time

1 surgery requires 4 week advance wait

7 surgeries have same-day-appointment availability

Out of 18 surgeries there are 7 where patients can be seen by doctor as available on same day as normal booked routine appointment. 1 surgery has 1 and a ½ half hours for which patients have to wait to be seen upon their attendance/arrival into the surgery.

3 surgeries have appointments available to be booked in slots of 10 minutes and 1 surgery has 5 minute booking appointment slot times.

Out of 2 other surgeries – one requires waiting time of 2 days (48 hours) and the other has a 4 week advance waiting time for which future appointment times can be pre-booked.

Only 5 surgeries do not specify waiting times and/or any procedures of how routine / urgent appointment times are available.

North East Hants GP Surgeries: Out of twenty seven surgeries.....

Opening times

1 surgery unspecified opening time

It appears most surgeries open at popular time of 8:00 (14 in total)

11 in total open 8:30

2 surgeries open 7:30

There is only 1 of the surgeries where their website unspecified and time(s) of surgery opening hours were unknown.

Most of the surgeries and total number of them (14) have popular surgery opening time at 8:00am. Other surgeries (11 of them) have latest opening time of 8:30am.

And only a couple open at the earliest time of 7:30am.

Closing times

1 surgery unspecified closing time

It appears most surgeries close at popular time of 18:30 (19 in total)

2 surgeries close 18:00

2 surgeries close 18:15

2 surgeries close 19:00

2 surgeries close 19:30

Lunchtime closures:

1 surgery closes 12:30-13:30

1 surgery closes 13:00-14:00

Only one surgery does not specify its time of closure. 19 surgeries appear to close at time of 18:30pm and do not offer

extended evening appointments. A couple surgeries have 1 hour closing periods over lunchtime – 1 surgery between 12:30-

13:30 and the other 13:00-14:00. There are eight of the surgeries where two each of them close at end of the daytime at these following times (**18:00; 18:15; 19:00 and the latest time 2 of them close is at 19:30**).

Late nights

1 surgery unspecified late night listings

18 surgeries have unavailable late nights

8 surgeries have late night appointments

6 surgeries has late nights available between 18:30-20:00

1 surgery has late nights available between 18:00-20:00

1 surgery has late nights available between 18:30-19:30

There are 8 surgeries that mention on their website and specify which time in the evenings they have appointments available.

And out of them eight (7 of them run from 18:30 onwards until 20:00 – apart from only one surgery closes ½ hour earlier at 19:30. And the other surgery opens 18:00 and closes at latest evening time of 20:00.

Only one surgery unspecified and its unknown by looking on website if it offers late night appointments.

Weekends

1 surgery unspecified weekend listings

19 surgeries have weekend closures

Saturday surgeries

There are 7 weekend surgeries available

2 surgeries open 8:30-11:00

1 surgery opens 8:30-11:30

1 surgery opens 8:30-12:15

3 surgeries open 9:00-11:00

Only one surgery does not have listing on website if it opens on weekends. And 19 of the surgeries are not open at weekends.

Saturday surgery appointments are offered for 7 surgeries in total and between times of 8:30am to 12:15 at the latest.

Website Accessibilities

4 Surgeries are inaccessible

1 surgeries has accessibility to Increase font and text size (only)

22 surgeries change the text style, size and colour of the font used, as well as the background colour - **Customise settings in:**

•Internet Explorer •Firefox •Google Chrome •Safari Tools-Internet Options-Accessibility

Most of the surgery websites have accessibility for patients to alter text and change sizes of text and also change colour (22).

And only 1 surgery does not give access to change colour, but sizes of text and layout of font are only accessible to be changed.

Four surgeries do not give patients access and on their websites – it is not allowed to change any text or layout on screen.

Registration processes - Most or every surgery require photographic ID proof

- 1 surgery unspecified registration process
- 8 surgeries require photographic ID proof
- 12 surgeries require new patient registration forms / medical health questionnaire forms for completion (9 surgeries require GMS1)
- 1 surgery requires history questionnaire
- 1 surgery requires online registration (1 requires registration online - Patient Access)
- 4 surgeries require birth certificates
- 9 require proof of address details to be given
- 5 require NHS Card / NHS Number
- 11 require ID Passports
- 10 require ID driving licences
- 11 require either ID's of utility bills/council tax bills/bank statements or payslips
- 3 surgeries require health checks

A majority and most of GP surgeries require photographic identification evidence and patients to go through and undertake registration processes to be completed via patients filling in forms of registration and/or either medical health questionnaires (9 include completion of GMS1 forms).

Passports/driving licences/utility bills are other required and necessary photographic identification requirements.

Other forms of identification required as vital evidence include address proof.

And 5 surgeries require evidence of NHS card/number to be shown.

There are 4 of them surgeries which require birth certificate as necessary evidence.

Out of 2 surgeries one of them offers Patient Access to complete online registration, and the other 1 surgery does not offer access online, but requires patient to complete and fill in History form questionnaire.

A health check assessment is given as requirement for three of the surgeries.

Only 1 of surgeries does not give website details on how to undertake process on patient registration.

Booking Appointments

- 1 surgery is unspecified
- Telephone calls is done by 18 surgeries
- 15 surgeries require call-in / reception booking
- 20 require Website accessing (3 via Patient Access online)
- 1 surgery requires walk-in clinic

The popular registration process used the most by 20 surgeries is via website accessibility and registering online and out of the 20 – three of them give straight access and Patient Access website is available straightaway after firstly accessing main surgery websites.

And most other surgeries offer popular registration functions via booking appointments on telephone / patient calling into surgery Reception and book with receptionist.

There is only one of the surgeries where days walk in clinic is available for patients to walk into, if they need urgently seen by their doctors on same day as their general appointments.

Only one surgery website does not specify any process of how to make patient appointment.

Waiting Times (Urgent/Routine)

- 13 surgeries are unspecified
- 3 surgeries requires 5 minute appointment booking time slot
- 3 surgeries require 10 minute appointment booking time slot
- 3 surgeries operate triage systems
- 2 surgeries require 2 week advance wait
- 1 surgery requires 3 weeks advance wait via pre-booking
- 3 surgeries require 6 weeks advance wait
- 1 surgery requires 2-months advance booking/waiting
- 7 surgeries have same-day-appointment availability

Out of 27 of the surgeries half of them unspecified on their websites – how routine/urgent appointments are required.

With 6 surgeries in total 3 are available to book within 5 minute slots; 3 in 10 minute slots.

Out of another 6 of the surgeries 2 weeks advance waiting time is available to book appointment beforehand for 2 surgeries, another 1 surgery is pre-booked within 3 week advance wait. And the other 3 surgeries have advance booking time within the next 6 weeks ahead. And only 1 other surgery has the maximum 2 monthly booking ahead advance times.

Three surgeries have Triage available at their surgery desks – where appointments are booking via this.

Seven of the surgeries have same day appointments available for patients to be seen by doctor on that same day after their first appointment – if they need to be seen urgently.

South East Hants GP Surgeries: Out of twenty five surgeries.....

Opening times

All surgeries specified opening time

It appears most surgeries open at popular time of 8:00 (19 in total)

2 in total open 8:30

2 surgeries open 7:00

2 surgeries open 7:30

On GP surgeries website(s) every surgery has time listed for opening to public and most popular number is by 19 surgeries which open 8:00am. And out of the other rest of six surgeries (2 open earliest at 7:00am; 2 at 7:30am and latest opening time by other 2 surgeries is 8:30am).

Closing times

1 surgery unspecified closing time

It appears most surgeries close at popular time of 18:30 (21 in total)

2 surgeries close 18:00

1 surgery closes 21:00

1 surgery closes 22:00

2 surgeries close 19:30

Lunchtime closures:

1 surgery closes 12:30-13:30

1 surgery closes 12:30-14:00

1 surgery closes 13:00-14:00

There is only one GP website where surgery unspecified which time it's closed. 21 surgeries close 18:30pm. And out of 25 altogether the rest of surgeries close various times of between 18:00pm to 22:00pm (latest time) and couple are actually closed 18:00pm, with not any extended late nights at surgeries afterwards.

Late Nights

All surgeries specified late night listings

15 surgeries have unavailable late nights

9 surgeries have late night appointments

1 surgery has late nights available between 18:00-19:00

2 surgeries has late nights available after 18:30

1 surgery has late nights available between 18:30-19:30

1 surgery has late nights available between 18:30-20:00

1 surgery has late nights available until 19:00

1 surgery has late nights available until 19:30

1 surgery has late nights available until 21:00

Latest appointment time for 1 evening closure lasts until 22:00

On websites every surgery have specified if they have extended evening appointments available after GP surgery closes at end of day. There are 15 surgeries that do not have any evening times available.

There are 9 surgeries with late night doctors' appointments available at times after 18:30 and until between time of 22:00).

Weekends

All surgeries specified weekend listings

17 surgeries have weekend closures

There are 8 weekend surgeries available

8 surgeries open at weekends -Saturday surgeries

1 Saturday-Sunday surgery 8:00-22:00

1 surgery opens 8:00-11:00 1 surgery opens 8:45-10:45

1 surgery opens 9:00-10:30 1 surgery opens 9:00-10:45

1 surgery opens on a last monthly Saturday 9:00-11:00

2 surgeries have morning session once per month

There are specified weekend times listed on each of 25 GP websites and most of them (17) are closed all throughout weekends. Although 8 surgeries are available on Saturdays between 8:00 to 11:00am and only one surgery is open all day from 8:00 to evening closing time of 22:00.

Only 2 surgeries have morning sessions and these are held each month on only one Saturday date(s).

Not any surgery happens to open with appointment availability any when on Sundays.

Website Accessibilities

16 Surgeries are inaccessible

9 surgeries change the text style, size and colour of the font used, as well as the background colour

- Customise setting in: •Internet Explorer •Firefox •Google Chrome •Safari (Tools-Internet Options-Accessibility)

The popularity of accessibility which cannot be used on most GP websites is 16 (this means no text features or anything on screen is able to be changed).

And 9 surgeries have access where text and background screen colour is able for editing on website.

Registration processes - Most or every surgery require photographic ID proof

- 3 surgeries unspecified registration process
- 8 surgeries require photographic ID proof
- 11 surgeries require new patient registration forms / medical health questionnaire forms for completion (2 require GMS1)
- 1 surgery requires health checks
- 4 surgeries require online registration and all of them are registered via Patient Access
- 1 surgery requires birth certificate to be given
- 7 require proof of address details to be given
- 1 requires NHS Number to be shown
- 4 require ID Passports
- 4 require ID driving licences
- 2 require either ID's of utility bills/council tax bills/bank statements

The popular registering process required for by new patients is by completing registration and/or medical questionnaires and a couple via NHS GMS1 forms). Popularity of several processes used by surgeries is (Patient Access online; driving licence and passports).

There are 3 individual surgeries which require only one process of identification to be given (NHS Number card detail; birth certificate and 1 surgery offers health checks either before/after completing registration process.

7 surgeries need patients to submit current address proof details and a couple need required identification of utility/council tax bill documents and/or either bank statement documents.

Out of 25 surgeries – 8 are required to need and have identification and include proof of photographic evidence.

Only 3 surgeries do not specify on their website(s) how their registration process works and/or if they have any process available.

Booking Appointments

- 1 surgery is unspecified
- Telephone calls is done by 18 surgeries
- 5 surgeries require call-in / reception booking
- 15 require Website accessing (5 via Patient Access online)

There is only one website which does not give specification on how appointments are required for patient booking times.

The most couple functions used is 1) Mostly done by telephoning receptionist(s) to book appointments 2) And 15 surgeries used website online appointment book and 5 of them are done via Patient Access facility. There are 5 surgeries that are required for patient to call into surgery and book doctor appointment(s) via receptionist.

Waiting Times (Urgent/Routine)

- 11 surgeries unspecified
- 1 surgery requires 5 minute appointment booking time slot
- 4 surgeries require 10 minute appointment booking time slot
- 2 surgeries require 15 minute appointment booking time slot for routine
- 1 surgery has extended consultation times arranged via Receptionist
- 1 surgery advises patients of their estimated waiting time on arrival
- 1 surgery has walk-in clinic
- 6 surgeries have same-day-appointment availability

Most surgeries out of 25 altogether (11) does not give any procedures on how patients are needed to request routine / urgent appointment times. (Majority is 4 surgeries have 10 minute routine slots available to book and couple have 15 minute slots also for routine appointments and only one surgery has shortest routine booking time for 5 minute time slots).

Out of 3 surgeries each one out of them has these following function(s) available – (1 surgery is available to book extended consultation times with reception – if their problem needs to be seen to more urgently, 1 surgery has a walk-in clinic availability if patients need to see doctor(s) for emergency problems and the other surgery has to advise patients on their arrival time into surgery and as to how long it is estimated for them to wait to be seen either for their routine or urgent/emergency appointments.

There is six surgeries where after patients have their main routine check-up appointment (patients can then book same-day appointments if they need to be seen as urgent and/or either emergencies) – and the surgery has a same-day appointment process/facility available.

West Hants GP Surgeries: Out of fifty four surgeries.....

Opening times

1 surgery unspecified opening time
It appears most surgeries open at popular time of 8:00 (30 in total)
14 in total open 8:30
2 surgeries open 7:00
8 in total open 7:30
3 in total open 8:10
1 surgery opens 8:50
1 surgery opens 9:00
1 surgery opens once per week (Tuesday) 9:30

Out of 54 surgeries in West Hants only one of the GPs websites did not specify an opening time. Most surgeries in West Hants appear to open at 8:00am; however others either open before or after this time with the latest opening at 09:30am 1 day a week.

Closing times

1 surgery unspecified closing time
It appears most surgeries close at popular time of 18:30 (34 in total)
13 surgeries close 18:00
2 surgeries close 17:30
6 surgeries close 19:00
2 surgeries close 19:30

Lunchtime closures:

1 surgery is fully-closed after 12:30
1 surgery is closed between 11:00- 16:00
5 surgeries close 13:00-14:00
1 surgery is closed between 12-14:30
1 surgery is closed between 12:30-13:30
1 surgery is closed between 12:45-13:45

Only one surgery out of West Hants 54 GP surgeries does not specify closing time on their website. From reading their website most surgeries state that they close at 18:30pm. The majority of the rest close at either 18:00 or 17:30 with fewer still surgeries closing at a later time of 19:00 or 19:30

Late Nights

31 surgeries have unavailable late nights
23 surgeries have late night appointments
2 surgeries has late nights available between 17:00-19:00
5 surgeries have late nights available between 18:00-19:30
11 surgeries have late nights available between 18:00-20:00
4 surgeries have late nights available between 18:30-19:30
7 surgeries have late nights available between 18:30-20:00
1 surgery has late nights available between 18:30-20:45
1 surgery has late nights available between until 21:00

Half of the surgeries across the West Hants area do not state that they have late night appointments; the remainder according to their websites offer late night appointments until 19:00-20:00

Weekends

36 surgeries have weekend closures
There are 18 weekend surgeries available
3 Saturday surgeries are by appointment-only and 2 are open alter nature Saturdays between 8:00-12:00
9 Saturday morning surgeries: 2 open 8:30-11:00; 2 open 8:30-11:30(1 alternate Saturday) and 5 open 8:30-12:00
Monthly Saturdays: 1 surgery opens 1st Saturday each month 8:00-18:30
1 surgery opens 1st Saturday each month 8:00-19:00
1 surgery opens every 4th Saturday 8:00-10:00
1 surgery is open alternate Saturday and is pre-bookable 9:00-12:30
1 surgery is open whole weekend Saturday-Sunday and between evening hours 18:30-08:00 morning hours

The overwhelming majority of surgeries state on their websites that they do not operate weekend appointments. The remainder do appear to operate weekend appointments and the most common times are between 9:00am and 12:30pm. At least once per month or fortnightly.

Website Accessibilities

18 Surgeries are inaccessible

1 surgeries has accessibility to Increase font and text size (only)

35 surgeries change the text style, size and colour of the font used, as well as the background colour

- Customise settings in: •Internet Explorer •Firefox •Google Chrome •Safari (Tools-Internet Options-Accessibility)

The majority of GP websites across West Hants have website accessibility features – however some do not offer any website accessibility features. The most common website accessibility features offered are tools to change text size, colour and background.

Registration processes - Most or every surgery require photographic ID proof

1 surgery unspecified registration process

3 surgeries require visiting to make appointment consultation

20 surgeries require new patient registration forms / medical health questionnaire forms for completion

16 require completion forms of NHS GMS1

1 requires registration online - Patient Access

29 require proof of address details to be given

2 surgeries require PIN or ID Card details

10 require NHS Card / NHS Number

21 require ID Passports

17 require ID driving licenses

22 require either ID's of utility bills/council tax bills/bank statements or pay slips

7 require either birth or marriage certificates

From website research it appears that most GP surgeries need patients to have Photos taken and for proof of identification purposes. Over a quarter of the surgeries (20) need patients to fill in new Registration forms/ Medical health questionnaires and 16 require completion of the NHS GMS1 form as well. Just over half of the surgeries need patients to give address details as proof of evidence.

Out of 54 surgeries – most of them require patient to give evidence involved with photographic proof and this is included for Passport and Driving licenses and other forms of identification needed include utility/council tax bills and/or bank statement / pay slips. 7 surgeries give birth / marriage certificates as vital or optional evidence. A couple surgeries require other form of identification – proof to be shown of details on patient ID Card or Personal Identification Number (PIN).

Only 1 surgery offers online registration for patients and via Patient Access.

There are 3 surgeries which need a patient to pop into surgery / visit Reception and make appointment consultations at relevant times.

There is also only 1 of the surgeries which does not give specification on its website, of how patients need to complete registration.

Booking Appointments

2 surgeries are unspecified

Telephone calls is done by 42 surgeries

25 surgeries require call-in / reception booking

Website accessing i.e. Patient Access online / Systmonline is required by 25 surgeries

1 surgery is required to book within 3 months advance; fitted in with doctors availability

1 surgery require routine appt 2 weeks advance

1 surgery books appointments on-the-day

In terms of booking appointments the overwhelming majority of West Hants GP practices websites state that patients should telephone or call in at the Reception to book appointments. Other alternative methods of booking appointments mentioned on the websites include booking online.

Waiting Times (Urgent/Routine)

5 surgeries unspecified

1 surgery requires 5 minute appointment booking time slot

11 surgeries require 10 minute appointment booking time slot

2 require 15 minute appointment (pre-book only)

1 surgery has Triage to book appointment within 2 working days

2 surgeries have urgent care clinic day appointments available

29 surgeries have same-day-appointment availability

The overwhelming majority of GP websites in West Hants advertise the availability of same day appointments. However some did not specify the waiting times for urgent or routine appointments.

Appendix A North Hants Summaries

No.	Surgery	Opening	Closing	Late Night	Weekends	Website accessibility	Registration Process (ID / Photo etc.)	Booking Appointments	Waiting Times (Urgent/Routine)
1	Boundaries Surgery	8am	18:30	Wed - 18:30-19:45	Closed	no	proof address; registration form; NHS card/NHS number	Unspecified	Urgent / 10 minutes
2	Chawton Park Surgery	8am	18:30	Mon-Tue 18:30-19:30	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	Registration form: passport or a driving licence and a utility bill to confirm your address.	visit, telephone, online	allotted 10 minutes
3	Wilson Practice	8am	18:30	No lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	registration form: medical questionnaire; photo-ID (e.g. driving licence or passport) and proof of your address (e.g. utility bill or bank statement); NHS Medical Card (FP4) with the lower half (new details) completed	online 24h automated telephone system	10 minutes long
4	Begganwood Surgery	8am	18:30 (11-4pm closed)	No lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	pre-registration form/medical questionnaire	online appointment system - patient access	unspecified
5	Bermuda Practice	8am	18:30	Mon-Tue 18:30-19:30	Sat 8:00 every 3rd Sat 11:00	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	proof of your address; TV licence, bank statement, utility bill, documentation from Basingstoke & Deane Borough Council or a housing association/landlord. (The document should show your name and address.)photo I.D. passport; driving licence; new patient questionnaire/registration form	telephone; surgery pop-in	unspecified

6	Bramblys Grange Medical Practice	8am	18:30	Mon-Tue 18:30-19:30	Closed	Increase font and text size (only)	registration form/medical questionnaire	online - patient access	unspecified
7	Camrose Medical Partnership	8am	18:30	Mon 18:30-20:00	alternate Sat 8:00-11:00	Increase font and text size (only)	photo ID, proof of address and NHS number	tel: between 8am-10am; patient access	unspecified
8	Chineham Medical Practice	8am	18:30	Mon-Tue 18:30-19:30	Sat 8:15-10:45	change the style, size and colour of the font used, as well as the background colour - Customise settings in: •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	registration process forms; passport or driving licence; bank statement or a household bill	In person at the practice, by telephone or online.	10 minutes; routine - 5-6 weeks advance
9	Clift Surgery	9am	17:30 (12-2pm closed)	No lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	registration form; medical card	via website four weeks ahead	unspecified
10	Crown Heights Medical Practice	8am	18:30	No lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	2 forms of id - passport, driving licence, utility bill, registration form	via telephone	routine - 3 week wait
11	Gillies & Overbridge Medical Partnership	08:30	18:00	No lates	9am-10am	No	registration form	telephone; appointments online	unspecified
12	Hackwood Partnership	08:15	18:30	Mon/Tue/Thu 18:30-19:30	Closed	Increase font and text size (only)	New patient questionnaire; registration form; photographic ID and proof of your current address	telephone after 10am; patient access	10 minutes long

13	Oakley & Overton Partnership	08:30	17:00 closed 11:00-14:30	No lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	Photo ID and proof of your current address which can be in the form of a driving licence, passport or council tax bill. new patient questionnaire before notes transfer	telephone or made via an Internet booking on our website patient access	10 minutes long
	Rooksdown Practice	Wed 07:15	11:00						
14	Shakespeare House Medical Partnership	08:30	18:00	No lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	pre-registration form/registration form; online medical questionnaire; photo ID and proof of address, for example a utility bill or similar at the time of collection	please phone before 10:30 / patient access	same day appointment/near future
15	Bentley Village	08:15	18:30 (Wed closed 13:00)	No lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	registration form; medical card	Telephone	10 minutes long slots
16	Hook & Hartley Wintney Surgery	08:30	18:00	No lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	new patient registration form (with photographic ID and proof of address)	Telephone	same day appointment/next available
17	Kingsclere Medical Practice	08:00	18:30	No lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	registration form/medical questionnaire; photo ID and a utility bill as proof of your address	telephoning or calling at the surgery during surgery; website online	same day access to Duty Team

18	Odiham Health Centre	08:30	18:30 (closed between 13:00-14:00)	No lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	pre-registration/registration forms; ID e.g. driving license passport	in person, telephone, online	10 minutes wait / same day telephone calls
19	Tadley Medical Partnership	08:00	18:30	Wed 18:30-20:00	Sat 8:30-12:30	change the style, size and colour of the font used, as well as the background colour - Customise settings in: •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	New patient registration form; medical card; [passport, driving licence.]	face-to-face/telephone via internet	same day appointment
20	Boundaries Surgery	08:30	18:30 (closed between 13:00-14:00)	No lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	Patient registration form on 1st visit; •Photo ID e.g. Passport, Driving Licence •Current Address verification e.g. Utility Bill, Bank Statement, Driving Licence (paper section)	telephone; patient access	same day appointment - duty doctors

Appendix B Fareham & Gosport CCG Summaries

No.	Surgery	Opening	Closing	Late Night	Weekends	Website accessibility	Registration Process (ID / Photo etc.)	Booking Appointment s	Waiting Times (Urgent/Routine)
1	Fareham Centre Practice	07:30	18:30	18:30-20:00 Monday	8:00-18:30 every 4th Sat	No	Photo ID; utility bill; New Patient Registration Form New Children Patient Registration Form New Born Registration Form	phone, call-in website homepage	48 hour access
2	Gudgeheath Lane Surgery	08:00	18:00	18:30-20:45 once week either Mon/Tue/ Wed/Thu	Closed	Increase font and text size (only)	registration form; photo ID;	call-in	same day appts
3	Highlands Practice	08:00	18:30	No lates	Closed	No	Photo ID; (e.g. passport, photocard driving license) and current proof of address (e.g. utility bill no older than 3 months).	online, phone, in-person	Unspecified
4	Portchester Health Centre	08:00	18:30	No lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-Internet Options-Accessibility	Photo ID; (passport/driving licence etc.) and a utility or other official document confirming your address. Armed forces F.med 133, certificate of discharge and any medical records.	Phone	Triage during opening hours

5	Stubbington Medical Practice	08:00	18:00	No lates	One Sat morning per month	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-Internet Options-Accessibility	Photo ID, e.g. driving licence or passport. Confirming residency in the practice area, e.g. by producing a recent utility bill or council tax statement. If you have recently arrived in this country, you will be required to bring your passport to confirm your identity and eligibility to register with the practice.	phone, call-in ; online book	Unspecified
6	Westlands Medical Centre	08:30	18:00	No lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-Internet Options-Accessibility	GMS1; photo ID, address proof	phone, call-in ; online book	90 minutes wait in attendance
7	Whiteley Surgery	08:00	18:30	Mon - Thu 18:30-19:45	Alt Sat pre-book	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-Internet Options-Accessibility	registration form	phone, online	4-weeks advance

8	Bridgemary Medical Centre	08:00	18:30	No lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-Internet Options-Accessibility	registration form; 2 forms ID	online, in surgery	same day appts - 5 min slots
9	Brockhurst Medical Centre	08:00	18:30	No lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	registration forms; health check; ID; address proof	phone, in surgery, patient access	Unspecified
10	Brune Medical Centre	08:00	18:30	No lates	Closed	Increase font and text size (only)	patient access online	patient access online	Unspecified
11	Bury Road Surgery	08:30	18:30 (Mon 19:30) Close 13:00-14:00)	No lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	registration form; medical questionnaire	telephone	same day appts
12	Forton Medical Centre	08:00	18:30	Mon - 18:00-19:30	Closed	Increase font and text size (only)	registration forms; 2 forms of ID, a driving licence or passport and also a utility bill or similar to confirm your address	phone, in surgery, patient access	10 minute

13	Gosport Medical Centre	08:00	19:30	No lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	registration form; ID current address, such as a bank statement or utility bill	walk-in clinic	same day appts
14	Rowner Health Centre	09:00	18:00	Tue 18:00-20:15	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	GMS1; proof of address such as a recent utility bill	phone, online	10-minute wait; same day appts
15	Stoke Road Medical Centre	08:30	18:00	No lates	Closed	Increase font and text size (only)	registration form and provide 2 forms of identification, current address; health check	phone, online	Unspecified
16	Waterside Medical Centre	08:00	18:30	No lates	1st month Sat 9:00-12:00	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	registration form; proof of residence such as a utility bill or details of house purchase	call-in, online	same day appts
17	Lee-on-the-Solent Medical Practice	07:30	18:30	No lates	Closed	No	health check; GMS1 form	unspecified	same day appts

18	Manor Way Surgery	08:30	18:00	No lates	1st/3rd Sat 8:30-13:00	<p>change the style, size and colour of the font used, as well as the background colour - Customise settings in:</p> <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari <p>Tools-InternetOptions-Accessibility</p>	<p>registration form; ID Medical Card, Driving Licence, Passport, Paid Utility Bills, Bank Statement</p>	<p>call-in, phone, patient access</p>	10-minute wait
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Appendix C North East Hants Summaries

No.	Surgery	Opening	Closing	Late Night	Weekends	Website accessibility	Registration Process (ID / Photo etc.)	Bookin g Appoin tments	Waiting Times (Urgent/Rout ine)
1	Dr Rahman & Dr Pandey	08:30	19:00	no lates	2nd monthly Sat 9:00-11:00	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	GMS1	Online	Unspecified
2	Princes Gardens Surgery	08:30	18:30	no lates	Sat 9:00-11:00	No	photo ID; address proof	in-person; phone	Unspecified
3	Southlea Group Practice - Branch Surgery	08:00	18:30	18:30-20:00	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	passport or photo card driving licence or other official document containing a photograph and a recent utility bill (within the last 3 months). baby's NHS number along with their birth certificate.	Online	Triage system

4	Southlea Group Practice - Main Surgery	08:00	18:30	no lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	GMS1	Online	Triage system
5	The Border Practice	08:00	18:30	no lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	Registration Form and our New Patient Information Form	Patient Access	10 minutes
6	Victoria Practice	08:00	18:30	no lates	Closed	No	Complete a Standard GMS1 form Complete a New Patient Questionnaire Provide us with proof of your address and some photo ID, such as a driving license or passport.	in-person; phone; online	Unspecified
7	Hartley Corner Surgery	07:30	18:00	no lates	Sat 8:30-11:30	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	GMS1	Online	Unspecified

8	Alexander House Surgery	08:00	18:30	18:30-20:00	Sat 8:30-11:00	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	medical card and history questionnaire	call-in; phone	Triage system; 2-months advance wait; same day appts
9	Giffard Drive Surgery	08:30	18:30	no lates	Sat 8:30-12:15	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	You will be asked to bring 2 items of identification, one photo ID and one proof of address with you when you register; health check	phone; in person; patient access	same day appts
10	Jenner House Surgery	08:30	18:30	18:30-20:00	Sat 09:00-11:00	Increase font and text size (only)	passport or photo card driving licence or other official document containing a photograph and a recent utility bill (within the last 3 months) containing your name and address to Reception. baby's NHS number along with their birth certificate.	phone; online; patient access	2-weeks advance wait; same day appts
11	Mayfield Medical Centre	08:00	18:30 (close 12:30-13:30)	no lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: •Internet Explorer•Firefox •Google Chrome•SafariTools-InternetOptions-accessibility	Unspecified	in person; phone; online	same day appts

12	Milestone Surgery	08:30	18:30 (Mon 19:30)	no lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	address proof; NHS number	in person; phone; online	Unspecified
13	Southwood Practice	08:30	18:30	no lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	passport, driving licence or household bill	phone	2 weeks advance wait
14	North Camp Surgery	08:00	19:30	no lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	GMS1	phone	Unspecified
15	Adams P & Partners	08:30	18:15	no lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	photo ID, ideally a driving licence or passport and a proof of your address, preferably a utility bill or bank statement (dated within the last 3 months).	phone	Unspecified
16	Adams P & Partners	08:30	18:15	no lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	photo ID, ideally a driving licence or passport and a proof of your address, preferably a utility bill or bank statement (dated within the last 3 months).	phone	Unspecified

17	Cron dall New Surgery	08:00	18:30	Tue 18:30-19:30	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	health questionnaire; health check	phone	Unspecified
18	Downing Street Group Practice	08:00	18:00	Mon18:00-20:00	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	GMS1; photo ID; utility bill	in person; phone; online	Routine 10 minute wait; emergency 5 minute wait
19	Farnham Dene Medical Practice at Farnham Centre for Health	Unknown				change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	driving licence or passport and a recent utility bill (dated within the last 3 months), and a birth certificate for all children under 16	Reception; phone; online	5 minute emergency appts only
20	Farnham Dene Medical Practice at Lower Bourne	08:00	18:30 (close 13:00-14:00)	no lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	driving licence or passport and a recent utility bill (dated within the last 3 months), and a birth certificate for all children under 16	Reception; phone; online	5 minute emergency appts only
21	River Wey Medical Practice	08:00	18:30	no lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	GMS1; photographic driving licence or passport to confirm your identity as well as something like a utility bill to confirm your address.	Reception; online	pre-book 3 weeks advance

22	The Ferns Medical Practice	08:30	19:00	no lates	Closed	No	Patient Access online registration	Reception; phone; online	Unspecified
23	Branksomewood Practice	08:00	18:30	Mon 18:30- 20:00	Sat 8:30-11:30	change the style, size and colour of the font used, as well as the background colour - Customise settings in: •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	GMS1	Reception; online	Unspecified
24	Fleet Medical Centre	08:00	18:30	Mon 18:30- 20:00	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	GMS1; deally passport and utility bill with you home address	Reception; phone	Unspecified
25	Richmond Surgery	07:30	18:30	Mon 18:30- 20:00	Closed	No	NHS card; driver's licence with photo or passport; utility bill	Unspecifie d	6-weeks advance wait; same day appts
26	Monteagle Surgery	08:00	18:30	no lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	Photo ID; utility bill	in person; phone	6-weeks advance wait; reserved same day appts
27	The Oaklands Practice	08:30	18:30	no lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	address proof; utility bill	in person; phone; online	same day appts; Urgent Care Clinic at either surgery

Appendix D South East Hants Summaries

No.	Surgery	Opening	Closing	Late Night	Week ends	Website accessibility	Registration Process (ID / Photo etc.)	Booking Appointments	Waiting Times(Urgent/ Routine)
1	Park Lane Medical Centre	08:00	18:30	no lates	Closed	No	one with a photograph and one showing your current address	call in surgery; telephone	routine 10 minute appts
2	Badgerswood Surgery	08:00	18:30	Mon 18:30-19:30	Closed	No	2 registration forms; short questionnaire on alcohol consumption	Unspecified	Unspecified
3	Pinehill Surgery	08:30	18:30 (close between 13:00-14:00)	Wed 18:00-19:00	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	NHS registrations form and a Health Questionnaire; proof of identity and proof of address	Telephone	Unspecified
4	Clanfield Practice	18:30	08:00	no lates	Closed	No	Registration form	call in surgery; telephone	routine 10 minute appts

5	The Village Practice - Cowplain Surgery	08:00	18:30	no lates	Closed	No	photo ID i.e. driving licence and or passport, and the other proof of address i.e. bank statement or utility bill	call in surgery; telephone; online	Same day 5 minute duration appts
6	The Denmead Practice	08:00	18:30	no lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	National Health Number with you. We also require two forms of identification - preferably one form of photo ID and an address verification (not required for children living with parents/guardians)	Online	Same day appts
7	Emsworth Surgery	08:00	18:30	no lates	Closed	No	registration form and a brief questionnaire; passport; address proof	Telephone; online	Same day appts
8	Bosmere Medical Practice	07:30	22:00	Weekday until 22:00	Sat/Sun 8:00-22:00	No	Unspecified	patient access online	routine 10 minute appts
9	Curlew Practice	08:00	18:30	no lates	Closed	No	Patient access online	patient access online	Same day clinic

10	Homewell Practice	08:00	18:30	no lates	Closed	No	Patient access online	patient access online	Same day clinic
11	Middle Park Medical Centre	08:00	18:30 (close 12:30-14:00)	no lates	Sat 9:00-10:30	No	Unspecified	Telephone	routine 15 minute appts
12	The Elms Practice	08:00	18:30	no lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	GMS	Telephone	Unspecified
13	Waterside Medical Practice	07:00	18:30 (close between 12:30-13:30)	no lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	Patient access online	Telephone	routine 15 minute appts
14	Horndean Surgery	08:00	18:30	Mon-Fri 18:30-20:00	Last month Sat 9:00-11:00	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	Registration form; healthcheck	Reception; telephone; online	Arrange with receptionist extended consultation
15	Liphook & Liss Surgery	08:00	18:30	no lates	Sat 8:45-10:45	No	Photo ID; address; driving license, birth/marriage certificate, passport, paid utility bills, bank statements, Benefits Agency book, P45	Reception; telephone; online	Unspecified

16	Liphook Village Surgery	08:00	18:30	no lates	Closed	No	GMS1 form; health questionnaire	Telephone; patient access online	advise on arrival
17	Riverside Partnership Kelsey Surgery	08:00	18:30	no lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	Registration form	Telephone	Same day appts
18	The Grange	08:00	18:30	Mon 18:00- 19:00	Sat 9:00- 10:45	No	Patient access online	patient access online	Unspecified
19	Swan Surgery	07:00	18:30	no lates	Sat 8:00- 11:00	No	Unspecified	Unspecified	routine 10 minute appts
20	Rowlands Castle General Practice Surgery	08:00	21:00	Weekday until 21:00	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	Photo ID	Telephone	Unspecified

21	Cowplain Family Practice	07:30	18:30	no lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	NHS form; registration form; 2 forms Photo ID	Unspecified	Unspecified
22	Forest End Surgery	08:00	18:30	Extended weekday after 18:30	Sat morning session once per month	No	Registration form; 2 forms ID	Telephone	Unspecified
23	Queenswood Surgery	08:00	21:00	Weekday until 21:00	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	Registration form; two forms of ID, which include your name (in the form of Driving Licence or Passport), and address ID (in the form of a current utility bill)	Telephone	Unspecified
24	Stakes Lodge Surgery	08:30	18:00	no lates	Closed	No	Registration form; 2 forms ID	Telephone	Unspecified
25	Waterbrook Medical Practice	08:00	18:30	Extended weekday after 18:30	Sat morning session once per month	No	Registration form; 2 forms ID	Telephone	Unspecified

Appendix E West Hants Summaries

No.	Surgery	Opening?	Closing?	Late Night?	Weekend	Website accessibility	Registration Process (ID / Photo etc)	Booking Appointment	Waiting Times (Urgent/Routine)
1	Alresford Group Surgery	08:30	18:30	No lates	fortnight Saturday surgeries by appt only	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	photographic proof of identity (eg passport, drivers licence, ID card, or birth certificate if) and a document confirming their address (e.g. utility bill, tenancy agreement, mortgage document)	telephone / call in	before 10am
2	Andover HC Medical Practice	07:30	17:00:00 (close 12:00-14:30)	Mon 17:00-19:00	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	NHS medical card; passport or photo driving licence	phone surgery; reception; via website	same day appointments
3	Charlton Hill Surgery	08:10	18:15	Mon 18:30-20:00	Sat mornings non-urgent appts	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	valid current ID, address proof	Tel reception between 8:10-18:10	10 minutes wait
4	Derrydown Clinic	08:00	18:30	Tue 18:30-19:30	Closed	No	photo id and proof of address	patient access	pre-booked 15 minute consultations; appointments on the day for medical emergencies

5	Shepherd Spring Medical Centre	08:30	18:30 (close 12:30-13:30)	No lates	Closed	No	photographic proof of ID plus your address	telephone / call in	same day morning 5-min appointments after 8:00
6	St Mary's Surgery	07:30	18:30	No lates	Sat 8:30-11:30	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	medical questionnaire form; GMS1; visit surgery for identity proof	either telephone; call-in	same day appointments after 10am
7	The Adelaide Medical Centre	08:30	18:00	Tue 18:00-20:00	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	patient access	patient access	same day appts within 10 min
8	Bishops Waltham Surgery	7:40 - 8am	18:30-19:00	No lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	GMS1 and 2 ID forms	telephone after 10am	same day appts
9	Twin Oaks Medical Centre	08:00	18:30 - 19:30	No lates	Closed	No	NHS (GMS1) Registration Form for each member of your household when you register in person	3 months advance; fitted in with doctors availability	
10	Brockenhurst Surgery	7:30-8am	18:00-19:00	No lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	appropriate form;home address details; Passport, Driving Licence, Utility Bill	surgery or via direct telephone	Unspecified

11	Park Surgery	08:00	12:30	No lates	Sat 8:30-11:30	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	GMS1 form; one piece of photographic ID and one proof of address	telephone 08:15 till 12.00 and 14.00 till 18.00	Urgent same day appts
12	Forestside Medical Practice	09:00	17:00	until 19:00pm alternate Wed/TH URS	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	medical check, which includes weight, height and blood pressure and allows us to summarise your medical history whilst waiting for your notes from your previous doctor	Calling in at the surgery or by telephone	Unspecified
13	Brownhill Surgery	08:00	18:30	until 19:10 mon-fri	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	form of photo ID (passport or driving licence) and a utility bill for proof of address	telephone/online system	10 - minutes allocated
14	Parkside Family Practice	Green Rd 08:00 Tue 07:00 Woodley 08:00	18:30 for Green Rd Woodley 8pm Mon 6:30pm Tue-Fri	until 8pm Monday - Green Road	Closed	Increase font and text size (only)	GMS1; Passport and proof of address	patient access;in-person; phone	same day appts
15	The Archers	08:30	18:00	Tue/Wed 18:30-20:00	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	current medical card with your new address details; photographic ID, proof of residency	in person/ phone/online	same day appts

16	St Andrew's Surgery	08:10	18:30	Mon-fri 18:00-19:30	Closed	No	photo ID, proof of address and NHS number	call in surgery after 10am	same day appts
17	Stokewood Surgery	08:00	18:30-19:00	No lates	08:00-18:30 1st sat monthly	change the style, size and colour of the font used, as well as the background colour - Customise settings in: •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	health questionnaire; registration form and bring two forms of ID	online booking	same day appts within 60 mins arrival
18	The Boyatt Wood Surgery	08:00	18:30	Mon 18:30-20:00	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	Recent utility bill along with one form of photographic ID; GMS1	routine appt 2 weeks advance	
19	The Old Anchor Inn Surgery	08:00	19:00 (Fri 18:30)	No lates	1st sat each month 8:00-19:00	change the style, size and colour of the font used, as well as the background colour - Customise settings in: •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	registration form and bring two forms of ID	5 min telephone consult; same day appt within 10 mins	
20	The Fordingbridge Surgery	08:00	18:30 (Fri 18:00)	No lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	photographic ID such as a passport, driving licence	telephone appts	same day appt within 10 mins

21	Hedge End Medical Centre	08:30	18:30	No lates	Alternate Saturdays for booked appts only 8:00-12:00	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	New Patient Questionnaire; relevant identification, to the surgery	telephone appts	same day appts via phone
22	St Lukes Surgery	08:30	18:30	No lates	Closed	No	current form of ID, preferably photographic (driving licence or passport)	tel consults up to 5 weeks	in person via phone - 10 min intervals
23	The Red and Green Practice	8am	18:30	18:30 until 20:00	Closed	No	Registration form and ID	face to face / phone consults	same day appts
24	Waterfront and Solent Surgery	8am	18:30 (WED 17:30)	No lates	Sat 08:30-12:00	No	GMS1 form; completed Health Questionnaire; Photo ID, such as a copy of your passport or drivers license. (Or birth certificate for children); Proof of your current address such as a utility bill.	on-the-day	urgent care clinic 8am to 6:30pm
25	Waterfront Garden Surgery	8am	18:30 (WED 17:30)	No lates	Sat 08:30-12:00	No	GMS1 form; completed Health Questionnaire; Photo ID, such as a copy of your passport or drivers license. (Or birth certificate for children); Proof of your current address such as a utility bill.	reception/ call in surgery	same day appts within 1/2 hour

26	Chawton House Surgery	18:30	20:00	Until 20:00	Sat-SUN 18:30-08:00	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	Registration Form and bring it in together with photographic identification in the form of a passport or driving licence and identification of your current address in the form of a utility bill, bank statement	phone/reception/online	10 mins book 6 weeks advance
27	Watercress Medical Group	07:00:00 (MON 08:00)	18:30	No lates	Closed	No	NHS medical card; 2 forms of valid ID (passport or photo driving licence PLUS recent utility bill or bank statement	telephone	10 mins 1 week in advance
28	Wistaria and Milford Surgeries	08:00	18:30	No lates	Closed	No	photographic identity and proof of address.	phone/reception/online	same day appts
29	Lyndhurst Surgery	08:30:00 Tue 09:30	18:00 (closed 13:00-14:00)	No lates	Closed	No	photographic ID and proof of address	in surgery	phone reception 09:00-12:00
30	Barton Surgery	08:30	18:00 (closed 13:00-14:00)	Mon until 19:45	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	questionnaire AND new patient check	telephone/online	Unspecified
31	New Milton Health Centre	7:30-8:30	18:00-19:00	No lates	Closed	No	medical card and one form ID	telephone; face to face; online via systemonline	same day urgent care clinic appts

32	The Arnewood Practice	Mon 7:30 Tue-Fri 8:00	Tue-Thur 18:30	Mon until 20:00	Sat 08:30-12:00	No	passport, driving licence photo ID or birth certificate and proof of address	unspecified	book 6 weeks advance
33	North Baddesley Health Centre	08:00	18:30	Tue until 21:00	Closed	No	photo ID (e.g. driving licence or passport) AND an up-to-date utility bill or bank statement showing your current address and issued in the last three months	unspecified	book 2 weeks advance
34	Cornerways Medical Centre	08:00	18:30	Alt Mon and thurs 18:30-19:30	Every 4th Sat.am 8.00am - 10.00am	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	Medical Card; utilities bill AND passport or driving licence (photo) as proof of residence	telephone	additional appts 8:30-20:00
35	Ringwood Medical Centre	08:00 (Mon 07:30)	18:30	Mon 19:00-19:45	Alternate Saturdays for booked appts only 8:00-12:00	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	photo ID, Passport	telephone/online	same day appts
36	Abbey Mead Surgery	08:30	18:00	No lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	proof of ID and residency	phone/online 4 weeks advance	same day appts

37	Alma Road Surgery	08:00	18:00	Tue/Wed until 19:30	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	2 forms of ID to include proof of address and photo	telephone	same day appts
38	Nightingale Surgery	08:30	18:00	No lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	proof of ID and residency	phone/online 4 weeks advance	same day appts
39	Blackthorn Medical Centre	08:00	18:30	No lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	photographic ID	in person/ telephone	10-minutes
40	Bursledon Surgery	08:00:00 mon 07:30	18:30	Thur 18:30-19:30	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	medical questionnaire	telephone	triage within two working days
41	Forest Gate Surgery	08:30	18:00	Mon clinic until 20:00	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	Birth/Marriage Certificate, Medical Card, Driving License, Passport, Recent Utility Bill, National Insurance number card, Pay slip, Letter from Benefits Agency/Benefit Book/Signing-On card or Papers from the Home office	telephone; in person	same day appts

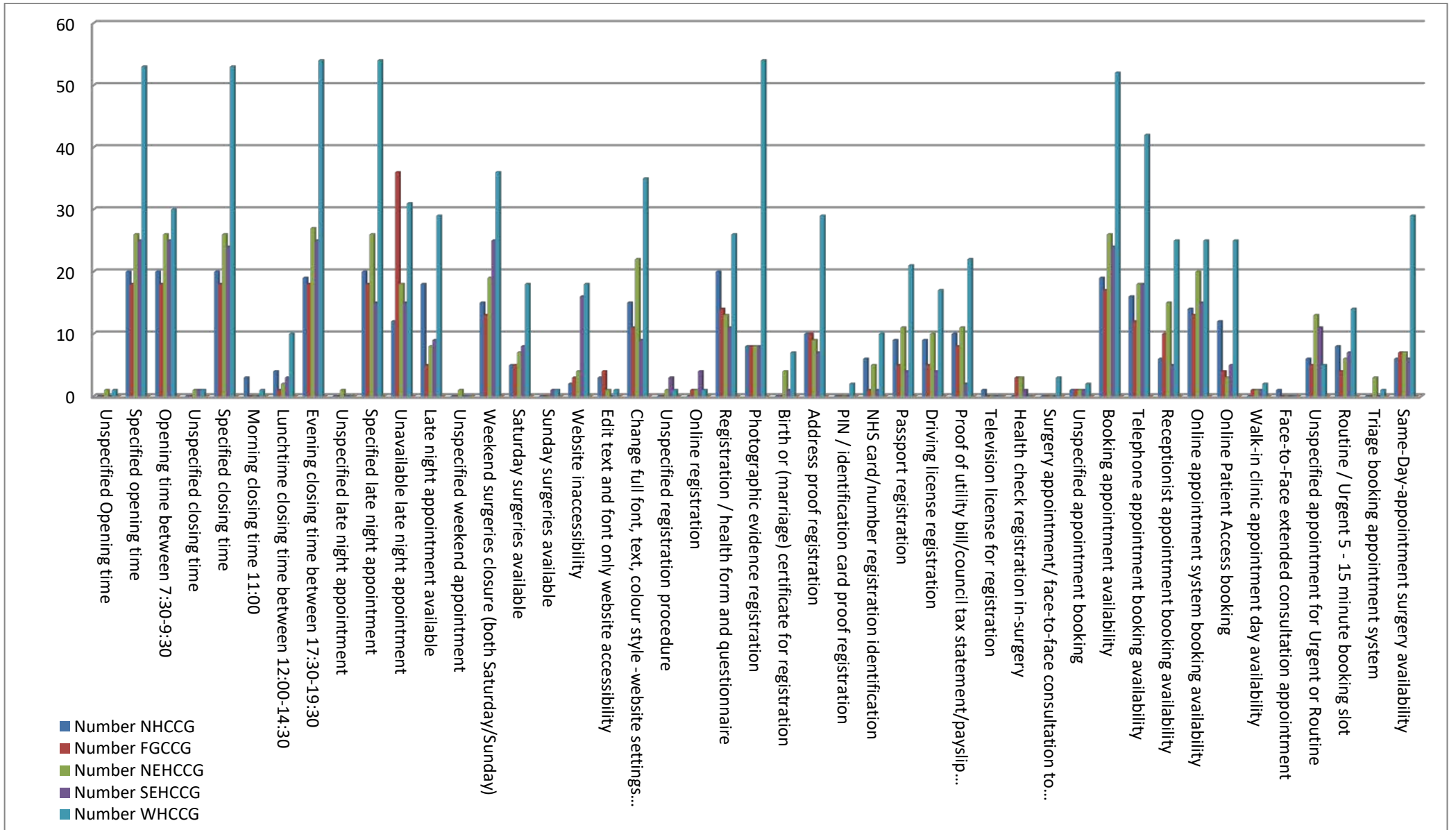
42	Testvale Surgery	08:00	18:30	No lates	Closed	No	NHS number; proof of their permanent residential address such as a utility or council tax bill	telephone line	four weeks in advance
43	West End Surgery	08:00	18:30	No lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	health questionnaire; passport or driving licence; name and new address	telephone, in person	Unspecified
44	Stockbridge Surgery	08:30	17:40 (closed between 12:45-13:45)	No lates	Sat 08:30-12:00	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	Full name, including previous names Date and place of birth Last address New address and post code Last name and address of your previous Doctor NHS number, before attending to register 2 Forms of Identification	telephone; call in surgery	10-minutes consultation

45	Totton Health Centre	08:30	18:00:00 (Mon 13:00-14:00)	Mon- Tue until 20:00	Closed	<p>change the style, size and colour of the font used, as well as the background colour - Customise settings in:</p> <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari <p>Tools-InternetOptions-Accessibility</p>	one photo ID and one with proof of your address	telephone; call in surgery; online	same day appts
46	Twyford Surgery	08:00	18:30	No lates	Sat 08:30 - 11:00	<p>change the style, size and colour of the font used, as well as the background colour - Customise settings in:</p> <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari <p>Tools-InternetOptions-Accessibility</p>	registration form; passport, birth certificate or current UK driving licence, and acceptable proof of address includes a rental or housing agreement, a recent utility bill showing your current address (council tax statement, gas, electric, telephone or water), a recent bank statement or a current UK driving licence. Patients will only need to bring in one of each type of document. An up-to-date UK driver's licence showing your current address can be taken as proof of both ID and address.	call in surgery	same day appts after 8am; pre-book 5 week advance

47	West Meon Surgery	08:30	18:00 (closed btwn 11:00-16:00)	No lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	NHS medical card; photographic identification (passport / Drivers licence) and a recent utility bill with your current address	phone surgery; online patient access	non urgent appts within 2 working days
48	Whitchurch Surgery	08:00	18:00 (close 13:00-14:00) thurs no afternoon appts	No lates	Closed	No	Proof of identity (photo id and proof of address) to complete your registration.	online patient access	same day appts; pre-book 15-min consults
49	Wickham Group Surgery	08:00	18:30 (tue 19:30)	No lates	Sat 08:30-12:00	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	new patient registration form (GMS 1) and makes an appointment for a new patient check.	telephone; call in surgery; online	same day appts
50	Gratton Surgery	08:50	18:30 (close 13:00-14:00)	No lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	Registration Form with your ID and PIN number	telephone; call in surgery; online	10-minute slots
51	St Clements Partnership	08:00:00 (tue/fri 07:30)	19:00:00 (Fri 18:30)	No lates	Saturdays (alternate and pre-bookable): 9.00am - 12.30pm	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	patient registration form (GMS1) and also a patient questionnaire for adults or a patient questionnaire for children for each member of your family	online; telephone	Unspecified

52	St Paul's Practice	Mon-Fri am	Mon-Fri pm	No lates	Closed	change the style, size and colour of the font used, as well as the background colour - Customise settings in: <ul style="list-style-type: none"> •Internet Explorer •Firefox •Google Chrome •Safari Tools-InternetOptions-Accessibility	Unspecified	online booking	same day appts
53	The Friarsgate Practice	08:10	Fri only 18:30)	Mon-thur until 20:00	Closed	No	drivers license or passport A proof of address, e.g. recent utility bill or bank statement If you are returning from the Armed Forces, your discharge papers	telephone; call in surgery; online patient access	3 weeks (21 days advance)
54	The Fryern Surgery	08:00	18:30	Alt Tue 18:30-20:45	Alt Sat 08:30-11:00	No	Newly registered patients may be invited for a consultation with our nursing team	telephone	same day appts and routine 6 weeks advance

Feedback & Findings Results – Chart Graph





Tel 01962 440 262
enquiries@healthwatchhampshire.co.uk
www.healthwatchhampshire.co.uk

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