

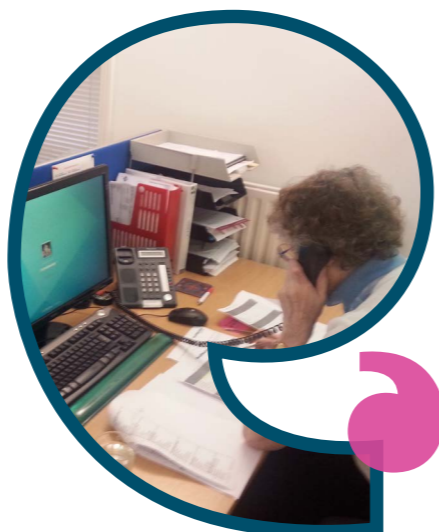


Healthwatch Hampshire Report

A survey of the out of hours telephone messages of GP practices in Hampshire (July 2014)

Introduction and Executive Summary

Healthwatch Hampshire is the independent patient champion for health and social care services in Hampshire.



Local Healthwatch helps people get the best out of their local health and social care services; whether it's improving them today or helping to shape them for tomorrow. Local Healthwatch is all about local voices being able to influence the delivery and design of local services. Not just for people who use them, but anyone who might need to in the future.

Healthwatch Hampshire wanted to replicate past Local Involvement Network (LINK) surveys to confirm that pre-recorded messages for out of hours cover in 144 GP surgeries in Hampshire are clear, professional and simple. This is to ensure that patients are able to understand how to access the appropriate service depending on their need.

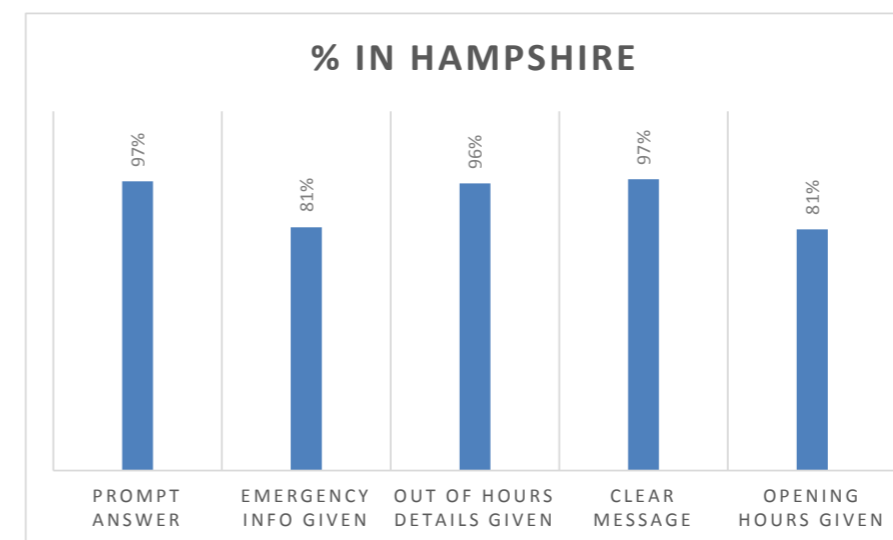


What we found:

Overall the GP practices provided a good level of information that was suitable to advise patients of out of hours arrangements. There were a small number of areas that could be improved.

- One practice did not have an out of hours message.
- 97% of practices in Hampshire had a message that was activated promptly.
- 19% of practices failed to provide any advice on what to do in an emergency.

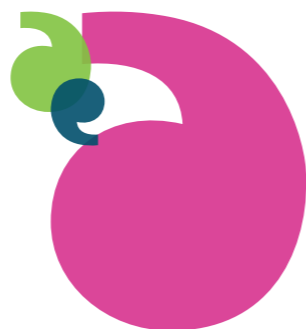
- All but one GP practice included information about out of hours numbers but 4% failed to inform patients of NHS 111.
- 27% of GP practices made reference to 01962 718967 as the out of hours number. It would be simpler for patients to be referred directly to NHS 111.
- 3% messages were of poor audible quality.
- 19% of practices failed to include their opening hours in their message.



Healthwatch Hampshire believes the following is an example of a clear and concise message:

‘Thank you for calling the xxxx Surgery. The Surgery is now closed and will re-open Monday to Friday at xxxx and close at xxxx, except for Bank Holidays. You will now be given two options. If you have a potentially life threatening condition please hang-up immediately and dial 999. For any other medical queries that cannot wait until the surgery re-opens please hang-up and dial 111. Thank you for your call.’

Aims & Objectives



Background

Two surveys were undertaken by Hampshire Local Involvement Network (LINK) - one completed in May 2010 and the other in April 2011. These assessed the quality of pre-recorded messages for out of hours cover in 145 GP surgeries in Hampshire (now only 144 GP surgeries). As a result a number of recommendations were issued by NHS Hampshire in October 2010 to all GP practices within its commissioning area. NHS Hampshire no longer exists as an organisation and so these recommendations can only be viewed in the most recent LINK report: <http://www.healthwatchhampshire.co.uk/resources/links-legacy>

Although the contractual arrangements between GP practices and the NHS are not explicit in stating a preferred voice mail message, practices have a responsibility to ensure that they have in place suitable arrangements, which provide patients with information on how to contact alternative services during the period in which the practice is closed.

<http://www.bbc.co.uk/news/health-28243491>

Aims & Objectives

Healthwatch Hampshire wanted to replicate the Local Involvement Network (LINK) surveys to confirm that pre-recorded messages for out-of-hours cover in 144 GP surgeries in Hampshire are clear, professional and simple so that patients are able to understand how to access the appropriate service for them.

This report seeks:

- To make further improvements where necessary to GP surgery answer phone messages.
- To ensure that when a patient telephones a GP surgery out of hours they hear a good quality recorded message which contains correct and clear information enabling the patient to be signposted to the appropriate service.

Timescale & Resources

On the 29th May 2014 between 6.30pm and 9.00pm Healthwatch staff joined by Healthwatch Hampshire Champions called all 144 GP practices in Hampshire. A follow up survey was then conducted to verify results on the 11th July 2014 between 6.30pm and 9.00pm when Healthwatch staff again called all 144 GP practices in Hampshire.

Method

Healthwatch Hampshire callers rang the surgeries between 6.30pm and 9.00pm and recorded answers to the following questions to check the recorded messages.

Callers listened to each surgery's phone message and marked up a checklist recording the information they heard.

In the table of results (Appendix A-E) the ticked boxes to the questions below were recorded as a '1' (compliant) and the unticked boxes (noncompliant) recorded as a '0'. These scores were then added up and summarised as percentages.



"I was seen same day and I felt the care from the GP and the out of hours service was very good. This service has much improved."

Patient feedback

The Questions



Is the phone answered promptly?



Is accurate emergency information provided?

Example: 'If you are suddenly experiencing a potentially life-threatening condition, please hang up and dial 999.'



Is accurate out of hours information provided?

Example: 'If you have an urgent medical condition but cannot wait until we open please hang up and dial 111.'

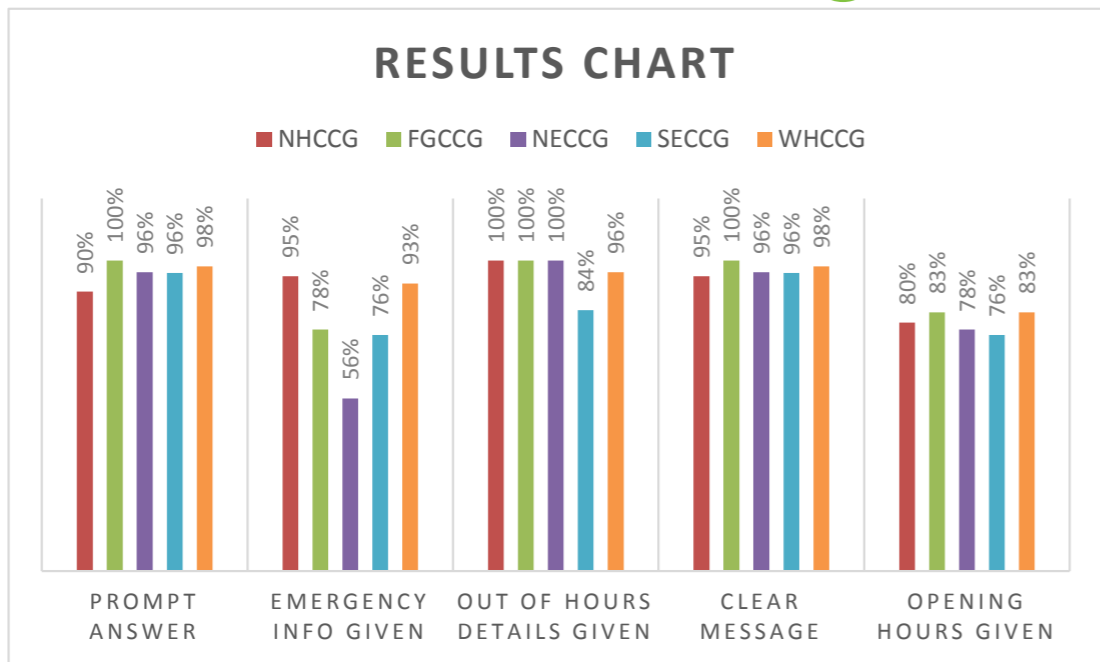


Is the message clear and understandable?



Are the surgery opening times provided?

Feedback & Findings



Results table showing survey outcomes for all five questions in each of the CCG areas.

We have split the results into the geographical areas of the five clinical commissioning groups for Hampshire (not including Portsmouth and Southampton).

These are:

- NHCCG = North Hampshire Clinical Commissioning Group
- FGCCG = Fareham and Gosport Clinical Commissioning Group
- NECCG = North East Hampshire and Farnham Clinical Commissioning Group
- SECCG = South East Hampshire Clinical Commissioning Group
- WHCCG = West Hampshire Clinical Commissioning Group

For detailed results please see Appendix A-E

Number of rings before a message begins

The recommendation (NHS Hampshire October 2010) was that a telephone should not ring more than 3 times before the message begins. If a phone rang excessively an anxious patient believing there to be no reply would perhaps dial 999 or attend A&E.

Healthwatch Hampshire found that in 97% of practices the phone was answered promptly.

- NHCCG - In all but two cases the telephone call was answered promptly.
- FGCCG - All practices answered out-of-hours telephone calls promptly.
- NECCG - In all but one case the telephone call was answered promptly.
- SECCG - In all but one case the telephone call was answered promptly.
- WHCCG - In all but one case the telephone call was answered promptly.

Advice about telephoning 999

It was recommended (NHS Hampshire October 2010) that all messages should include the phrase 'If you are suddenly experiencing a potentially life-threatening condition, please hang up and dial 999'.

Healthwatch Hampshire found that 19% of practices failed to provide the advice that a caller experiencing a sudden life-threatening condition should call 999.



NHCCG - All but one surgery included advice about phoning 999.

FGCCG - Four surgeries (22%) failed to include advice about phoning 999.

NECCG - Twelve surgeries (44%) failed to include advice about phoning 999.

SECCG - Five surgeries (24%) failed to include advice about phoning 999.

WHCCG - Three surgeries (7%) failed to include advice about phoning 999.

Out of Hours Message Content

In Hampshire the NHS 111 Service has replaced NHS Direct (If someone does telephone NHS Direct on 0845 46 47 they will hear a recorded message directing them to hang up and dial 111). The introduction of NHS 111 supersedes some historical recommendations (NHS Hampshire October 2010) about best practice for pre-recorded messages for out of hours cover.

NHS 111 was introduced to make it easier for patients to access local NHS healthcare services in England. Calls to NHS 111 are free from land lines and mobile phones and the service can be reached 24 hours a day

and 365 days a year. Patients should call 111 if they need medical help fast but it's not a 999 emergency, or if they think they might need to go to A&E or need another NHS urgent care service. If a patient doesn't know who to call or doesn't have a GP or if they need health information or reassurance about what to do next they should call 111.

The NHS 111 team will assess the patient's condition over the phone and if it is clinically appropriate, will refer the case to the out-of-hours service. The patient will receive a call-back from an out of hours GP, who will conduct an initial telephone triage consultation, which could result in guidance on how to deal with the patient's symptoms at home, a face to face appointment at a primary care centre to see an out of hours GP, or a home visit from an out of hours GP, or an ambulance may be dispatched.

Source: <http://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/NHS-111.aspx>

Healthwatch Hampshire found that all GP practices included information about out of hours numbers but 4% failed to inform patients of NHS 111.



NHCCG - All surgeries within North Hants provided out of hours information.
 FGCCG - All surgeries within Fareham and Gosport provided out of hours information.
 NECCG - All surgeries within North East Hants CCG provided out of hours information.
 SECCG - Three surgeries within South East Hants CCG failed to refer patients to NHS 111.
 WHCCG - Two surgeries within South East Hants CCG failed to refer patients to NHS 111.

Healthwatch Hampshire found 27% of GP practices made reference to 01962 718967.

NHCCG - 20% of practices made reference to 01962 718967.
 FGCCG - 22% of practices made reference to 01962 718967.
 NECCG - 30% of practices made reference to 01962 718967.
 SECCG - 12% of practices made reference to 01962 718967.
 WHCCG - 35% of practices made reference to 01962 718967.

NHS 111 is now a national number. If a patient is registered with a GP practice in Hampshire but lives outside the county or is phoning from outside Hampshire they will still be referred to the appropriate out-of-hours service if they phone 111.

It is therefore unnecessary for out-of-hours messages to include any reference to 01962 718967. The telephone number on one GP out of hours

message is incorrect (01962 718691) and is in actual fact an IT Sales company. All those who telephone a GP practice when it is closed should be given a very simple message about telephoning NHS 111 when it is not an urgent life-threatening emergency.

Healthwatch has learned that the use of 01962 718697 is to be eventually discontinued because of the cost and confusion associated with it. Therefore patients should be referred to 111 in the first instance.

Sound Quality

The recommendation (NHS Hampshire October 2010) was that messages were recorded at quiet times to reduce background noise to reduce problems for those who are hard of hearing, frail or very ill.

Healthwatch Hampshire found that 3% messages were of poor audible quality.

NHCCG - All but one message was of good audible quality.
 FGCCG - All messages were of good audible quality.
 NECCG - All but one message was of good audible quality.
 SECCG - All but one message was of good audible quality.
 WHCCG - All but one message was of good audible quality.

Next Steps?

Opening Times

It is unlikely that patients are always aware of surgery opening times. The recommendation (NHS Hampshire October 2010) has been surgery opening times were included in the out of hours messages. Some surgery opening times will have changed due to extended (or enhanced) GP contracts, making this a good opportunity to remind patients of opening hours.

Healthwatch Hampshire found 19% of practices failed to include their opening hours in their message.

NHCCG - 20% of practices failed to include the surgery opening hours in the message.
 FGCCG - 17% of practices failed to include the surgery opening hours in the message.
 NECCG - 22% of practices failed to include the surgery opening hours in the message.
 SECCG - 24% of practices failed to include the surgery opening hours in the message.
 WHCCG - 17% of practices failed to include the surgery opening hours in the message.

Summary

Overall the results show that information provided from GP practices during out of hours periods is mostly accurate and clear.

There are some general areas to address across the county, such as:

- Information about what to do in an emergency.
- References to the 01962 out of hours number that is used in addition to NHS 111, causing unnecessary confusion.

Next Steps?

Healthwatch Hampshire will publish this report and share the findings. We will also write to the practice managers of those practices where the pre-recorded out of hours message could be improved with individual recommendations.

We may also repeat this survey in the future to compare results.

Recommendations

- That GP practices in Hampshire use this report to review their out of hours answer machine messages to ensure they are clear and accurate.
- That Hampshire commissioners note the overall trends in the information from this report and encourage local practices to improve their out of hours information.

“The NHS pledges to provide services at a time that’s convenient for you.” NHS Choices website

Appendix A (North Hampshire CCG)

AREA	SURGERY	Prompt Answer	999 information	Out of Hours information	Clear & Audible	Opening Hours	TELEPHONE	DETAILS
Alton	Boundaries Surgery	1	1	1	1	1	01420 562153	Includes 'The Out of Hours Service is now working from Basingstoke please phone for an appointment before turning up'.
Alton	Chawton Park Surgery	1	1	1	1	0	01420 542542	
Alton	Wilson Practice	1	1	1	1	1	01420 84676	01962 718697 given if you live outside Hampshire
Basingstoke	Beggarwood Surgery	1	1	1	1	1	01256 396500	01962 718697 given if you live outside Hampshire
Basingstoke	Bermuda Practice	1	1	1	1	1	0844 8800498	01962 718697 given if you live outside Hampshire
Basingstoke	Bramblis Grange Medical Practice	1	1	1	1	0	01256 467778	
Basingstoke	Camrose Medical Partnership	1	1	1	1	1	01256 324666	
Basingstoke	Chineham Medical Practice	1	1	1	1	1	01256 479244	
Basingstoke	Clift Surgery	1	1	1	1	1	01256 881228	Includes 'Press 1 for Out of Hours Service', which we did then asked to call 0779890179.
Basingstoke	Crown Heights Medical Practice	1	1	1	1	1	01256 329021	01962 718697 given if you live outside Hampshire
Basingstoke	Gillies & Overbridge Medical Partnership	1	0	1	1	1	01256 479747	Includes the comment 'Can also leave a message in the mailbox or press * for assistance.' if you press * you are put on hold with music playing.
Basingstoke	Hackwood Partnership	0	1	1	1	1	01256 637210	Message starts with 'Your call is important to us please hold and your call will be answered shortly'.
Basingstoke	Oakley & Overton Partnership	1	1	1	1	0	01256 770212	
Basingstoke	Rooksdown Practice	1	1	1	1	1	01256 399710	
Basingstoke	Shakespeare House Medical Partnership	1	1	1	1	1	01256 328860	01962 718697 given if you live outside Hampshire
Farnham	Bentley Village	1	1	1	1	1	01420 22106	
Hook	Hook & Hartley Wintney Surgery	1	1	1	1	1	01256 762125	
Newbury	Kingsclere Medical Practice	0	1	1	1	1	01635 296000	
Odiham	Odiham Health Centre	1	1	1	0	0	01256 702371	
Tadley	Tadley Medical Partnership	1	1	1	1	1	01189 814166	
Total number of GP Surgeries	TOTALS	18	19	20	19	16		
	PERCENTAGES	90%	95%	100%	95%	80%		

20

Appendix B (Fareham & Gosport CCG)

AREA	SURGERY	Prompt Answer	999 information	Out of Hours information	Clear & Audible	Opening Hours	TELEPHONE	DETAILS
Fareham	Fareham Centre Practice	1	0	1	1	1	01329 823456	Includes 'if you have difficulty accessing 111 call 01962 71867'.
Fareham	Gudgeheath Lane Surgery	1	1	1	1	1	01329 280887	
Fareham	Highlands Practice	1	1	1	1	1	01329 845777	
Fareham	Portchester Health Centre	1	1	1	1	1	02392 176101	Includes 'Press 2 to hear the opening hours'
Fareham	Stubbington Medical Practice	1	1	1	1	1	01329 664231	01962 718697 given if you live outside Hampshire
Fareham	Westlands Medical Centre	1	1	1	1	0	02392 377514	
Fareham	Whiteley Surgery	1	1	1	1	1	01489 881982	
Gosport	Bridgemary Medical Centre	1	1	1	1	1	01329 232446	
Gosport	Brockhurst Medical Centre	1	1	1	1	1	02392 583564	
Gosport	Brune Medical Centre	1	1	1	1	1	02392 794169	
Gosport	Bury Road Surgery	1	1	1	1	1	02392 580363	Both 111 and 01962718697 mentioned
Gosport	Forton Medical Centre	1	1	1	1	1	02392 583333	
Gosport	Gosport Medical Centre	1	0	1	1	1	02392 583302	
Gosport	Rowner Health Centre	1	1	1	1	1	02392 513143	80%
Gosport	Stoke Road Medical Centre	1	1	1	1	1	02392 581529	Both 111 and 01962718697 mentioned
Gosport	Waterside Medical Centre	1	1	1	1	1	02392 583344	
Lee-on-Solent	Lee-on-the-Solent Medical Practice	1	0	1	1	0	02392 550220	
Lee-on-Solent	Manor Way Surgery	1	0	1	1	0	02392 553161	
Total number of GP Surgeries	TOTALS	18	14	18	18	15		
	PERCENTAGES	100%	78%	100%	100%	83%		

18

Appendix C (North East Hampshire & Farnham CCG)

Appendix C (North East Hampshire & Farnham CCG)

AREA	SURGERY	Prompt Answer information	999 information	Out of Hours information	Clear & Audible	Opening Hours	TELEPHONE	DETAILS
Aldershot	Dr Rahman & Dr Pandey	1	0	1	1	1	01252 335460	Different numbers for different times - very confusing. 07585671646 for GP 8-8.30 am, Hants out of hours - 111, Surrey - 01962718697
Aldershot	Princes Gardens Surgery	1	1	1	1	1	01252 332210	If you are calling from Surrey call 01962718697
Aldershot	Southlea Group Practice - Branch Surgery	1	1	1	0	0	01252 335400	Call 111 in an emergency or anything that cannot wait until normal opening hours.
Aldershot	Southlea Group Practice - Main Surgery	1	0	1	1	1	01252 344868	Both 111 and 01962718697 mentioned
Aldershot	The Border Practice	1	1	1	1	1	01252 344434	01962 718697 given if you live outside Hampshire
Aldershot	Victoria Practice	1	1	1	0	0	01252 335445	Both 111 and 01962718697 mentioned
Camberley	Hartley Corner Surgery	1	1	1	1	0	01252 872791	
Farnborough	Alexander House Surgery	1	1	1	1	1	01252 541155	
Farnborough	Giffard Drive Surgery	1	1	1	1	1	01252 541282	
Farnborough	Jenner House Surgery	1	1	1	0	1	01252 548141	Very strong message given about not going to A&E unless urgent.
Farnborough	Mayfield Medical Centre	1	0	1	1	1	01252 541884	
Farnborough	Milestone Surgery	1	1	1	1	1	01252 545078	Both 111 and 01962718697 mentioned
Farnborough	Southwood Practice	1	0	1	1	1	01252 371715	Different numbers for different times - very confusing! 111, 8-8.30 am: 01252524344, 999 not mentioned but website mentioned
Farnborough	North Camp Surgery	1	1	1	1	0	01252 517734	01962 718697 given if you live outside Hampshire
Farnham	Adams P & Partners	1	0	1	1	1	01252 793183	
Farnham	Adams P & Partners	1	0	1	1	1	01252 793183	
Farnham	Cronall New Surgery	1	0	1	1	1	01252 850292	111 and 01962718961 (this is incorrect - goes through to an IT sales company!)
Farnham	Downing Street Group Practice	1	0	1	1	1	01252 716226	
Farnham	Farnham Dene Medical Practice at Farnham Centre for Health	1	0	1	1	1	01252 730100	
Farnham	Farnham Dene Medical Practice at Lower Bourne	1	0	1	1	1	01252 730100	
Farnham	River Wey Medical Practice	1	0	1	1	1	01252 737387	
Farnham	The Ferns Medical Practice	1	1	1	1	1	01252 723122	
Fleet	Branksomewood Practice	0	1	1	1	1	01252 613624	
Fleet	Fleet Medical Centre	1	1	1	1	0	01252 613327	
Fleet	Richmond Surgery	1	1	1	1	1	01252 811466	
Yateley	Monteagle Surgery	1	1	1	1	1	01252 878992	
Yateley	Yateley Medical Practice	1	0	1	1	1	01252 872333	
Total number of GP Surgeries	TOTALS	26	15	27	26	21		
	PERCENTAGES	96%	56%	100%	96%	78%		

Appendix D (South East Hampshire CCG)

Appendix D (South East Hampshire CCG)

AREA	SURGERY	Prompt Answer information	999 information	Out of Hours information	Clear & Audible	Opening Hours	TELEPHONE	DETAILS
Bedhampton	Park Lane Medical Centre	1	0	1	1	1	02392 474777	
Bordon	Badgerswood Surgery	1	1	1	1	1	01428 713511	
Bordon	Pinehill Surgery	1	1	0	1	1	01420 477968	Includes 01962718697 number - 111 not mentioned
Clanfield	Clanfield Practice	1	0	1	1	1	02392 593285	
Cowplain	The Village Practice - Cowplain Surgery	1	1	1	1	1	02392 242960	
Denmead	The Denmead Practice	1	1	1	1	1	02392 239630	
Emsworth	Emsworth Surgery	1	0	1	1	0	01243 378812	
Havant	Bosmere Medical Practice	1	1	0	1	0	02392 476941	Includes 01962718697 number - 111 not mentioned
Havant	Curlew Practice	0	1	1	1	1	02392 475778	
Havant	Homewell Practice	1	1	0	1	1	02392 482124	
Havant	Middle Park Medical Centre	1	1	1	1	1	02392 611055	Includes 01962718697 number - 111 not mentioned
Hayling Island	The Elms Practice	1	1	1	1	1	02392 466216	
Hayling Island	Waterside Medical Practice	1	1	1	1	1	02392 462719	
Hordean	Hordean Surgery	1	1	1	1	1	02392 592138	
Liphook	Liphook & Liss Surgery	1	1	1	1	1	01428 724768	
Liphook	Liphook Village Surgery	1	1	1	1	1	01428 728270	
Liphook	Riverside Partnership Kelsey Surgery	1	0	1	1	0	01730 892412	
Petersfield	The Grange	1	0	1	1	1	01730 267722	
Petersfield	Swan Surgery	1	1	1	1	0	01730 264011	
Rowlands Castle	Rowlands Castle General Practice Surgery	1	0	0	0	0	02392 412846	
Waterlooville	Cowplain Family Practice	1	1	1	1	1	02392 263138	
Waterlooville	Forest End Surgery	1	1	1	1	1	02392 263089	
Waterlooville	Queenswood Surgery	1	1	1	1	0	02392 263491	
Waterlooville	Stakes Lodge Surgery	1	1	1	1	1	02392 239910	Both 111 and 01962718697 mentioned
Waterlooville	Waterbrook Medical Practice	1	1	1	1	1	02392 257321	
Total number of GP Surgeries	TOTALS	24	19	21	24	19		
	PERCENTAGES	96%	76%	84%	96%	76%		

Appendix E (West Hampshire CCG)

AREA	SURGERY	Prompt Answer	999 information	Out of Hours information	Clear & Audible	Opening Hours	TELEPHONE	DETAILS
Aldersford	Aldersford Group Surgery	1	1	1	1	1	01962 732345	Also included the district nurse team's number
Andover	Andover HC Medical Practice	1	1	1	1	1	01264 321550	Includes 'if you can not get through to 111 in Hampshire please call 01962 718697'
Andover	Charlton Hill Surgery	1	1	1	1	1	01264 337979	Includes 'if you can not get through to 111 in Hampshire please call 01962 718697'
Andover	Derrydown Clinic	1	1	1	1	0	01264 738368	
Andover	Shepherd Spring Medical Centre	1	1	1	1	1	01264 310777	
Andover	St Mary's Surgery	1	1	1	1	0	01264 361424	
Andover	The Adelaide Medical Centre	1	1	1	1	1	01264 351144	if you can not get through to 111 in Hampshire please call 01962 718697
Bishops Waltham	Bishops Waltham Surgery	1	1	1	1	1	01489 892288	
Bransgore	Twin Oaks Medical Centre	1	1	1	1	1	01425 672741	
Brockenhurst	Brockenhurst Surgery	1	1	1	1	1	01590 622272	
Chandlerford	Park Surgery	1	1	1	1	1	023 80252131	
Dibden Purfleu	Forests Medical Practice	1	1	1	1	1	023 8087 7900	Very long message which gave out of area number as 01962 718697
Eastleigh	Brownhill Surgery	1	1	1	1	1	023 8025 2414	if you can not get through to 111 in Hampshire please call 01962 718697
Eastleigh	Parkside Family Practice	1	1	1	1	1	023 8061 2032	
Eastleigh	The Archers	1	1	1	1	1	023 8061 2197	
Eastleigh	St Andrew's Surgery	1	1	1	1	1	023 8061 2472	
Eastleigh	Stokewood Surgery	1	1	1	1	1	02380 69 2000	
Eastleigh	The Boyatt Wood Surgery	1	1	0	1	0	023 8061 2051	if you can not get through to 111 in Hampshire please call 01962 718697
Eastleigh	The Old Anchor Inn Surgery	1	1	1	1	1	023 8064 2538	Out of hours 01962 718697 - no mention of 111
Fordingbridge	The Fordingbridge Surgery	1	1	1	1	1	01425 653430	
Hedge End	Hedge End Medical Centre	1	1	1	1	1	01489 785722	if you can not get through to 111 in Hampshire please call 01962 718697
Hedge End	St Lukes Surgery	1	0	1	1	1	01489 783422	
Hythe	The Red and Green Practice	0	0	0	0	0	023 8084 5955	Message said to press 1, which we did and then only heard music as if just on hold
Hythe	Waterfront and Solent Surgery	1	1	1	1	1	023 8084 1841	01962 718697 given if you live outside Hampshire
Hythe	Waterfront Garden Surgery	1	1	1	1	1	023 8084 1841	01962 718697 given if you live outside Hampshire
Lymington	Chawton House Surgery	1	1	1	1	1	01590 672953	
Lymington	Watercross Medical Group	1	1	1	1	1	01420 562922	if you can not get through to 111 in Hampshire please call 01962 718697
Lymington	Wistaria and Millford Surgeries	1	1	1	1	1	01590 672212	
Lymington	Lyndhurst Surgery	1	1	1	1	1	023 8028 2689	
New Milton	Barton Surgery	1	1	1	1	1	01425 620830	
New Milton	New Milton Health Centre	1	1	1	1	1	01425 621188	Very confusing long message
New Milton	The Arnewood Practice	1	1	1	1	1	01425 620393	
North Baddesley	North Baddesley Health Centre	1	1	1	1	1	023 8074 3401	
Ringwood	Cornerways Medical Centre	1	0	1	1	1	01425 472515	Out of Hours no 01962 718697
Ringwood	Ringwood Medical Centre	1	1	1	1	1	1425478901	Out of hours information given for Dorset as well
Romsey	Abbey Mead Surgery	1	1	1	1	1	01794 512218	Out of hours no 01962 718697
Romsey	Alma Road Surgery	1	1	1	1	1	01794 513422	
Romsey	Nightingale Surgery	1	1	1	1	1	01794 517878	01962 718697 given if you live outside Hampshire

Appendix E (West Hampshire CCG) continued...

Southampton	Blackthorn Medical Centre	1	1	1	1	1	023 8045 3110	
Southampton	Bursledon Surgery	1	1	1	1	1	023 8040 4671	
Southampton	Forest Gate Surgery	1	1	1	1	1	023 8066 3839	
Southampton	Testvale Surgery	1	1	1	1	1	023 8086 6999	
Southampton	West End Surgery	1	1	1	1	1	023 8039 9200	01962 718697 given if you live outside Hampshire
Stockbridge	Stockbridge Surgery	1	1	1	1	1	01264 810524	
Totton	Totton Health Centre	1	1	1	1	1	023 8086 5051	
Twyford	Twyford Surgery	1	1	1	1	1	01962 712906	
West Meon	West Meon Surgery	1	1	1	1	0	01730 829333	
Whitchurch	Whitchurch Surgery	1	1	1	1	1	01256 212311	111 and 01962 718697 given
Wickham	Wickham Group Surgery	1	1	1	1	1	01329 833121	111 and 01962 718697 given
Winchester	Gratton Surgery	1	1	1	1	1	01962 760394	
Winchester	St Clements Partnership	1	1	1	1	1	01962 852211	
Winchester	St Paul's Practice	1	1	1	1	0	01962 853599	Mentioned website very good, also for self help & repeat prescriptions
Winchester	The Friarsgate Practice	1	0	1	1	0	01962 871730	Options given were 111 or to cancel an appointment
Winchester	The Fryern Surgery	1	1	1	1	1	023 8027 3458	
Total number of GP Surgeries	TOTALS	53	50	52	53	45		
	PERCENTAGES	98%	93%	96%	98%	83%		

Appendix E (West Hampshire CCG) continued...

References

Hampshire LINK GP Out of Hours Survey

<http://www.healthwatchhampshire.co.uk/resources/links-legacy>

One in four 'unaware of GP out-of-hours care'

<http://www.bbc.co.uk/news/health-28243491>

111 information

<http://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/NHS-111.aspx>

<http://www.nhs.uk/NHSEngland/AboutNHSservices/doctors/Pages/out-of-hours-services.aspx>



Healthwatch Hampshire

Westgate Chambers,
Staple Gardens, Winchester,
Hampshire, SO23 8SR
Tel 01962 440 262

enquiries@healthwatchhampshire.co.uk
www.healthwatchhampshire.co.uk

© Healthwatch Hampshire 2014

The text of this document (this excludes, where present, all departmental and agency logos) may be reproduced free of charge in any format or medium providing that it is reproduced accurately and not in a misleading context.

The material must be acknowledged as Healthwatch Hampshire copyright and the document title specified. Where third party material has been identified, permission from the respective copyright holder must be sought.

Any enquiries regarding this publication should be sent to us at enquiries@healthwatchhampshire.co.uk

You can download this publication from www.healthwatchhampshire.co.uk

