

Patient Reference Group: Report - 2013/14

Practice Details	
Practice Name	Otterfield Medical Centre
Practice Code	E86027
Completed By	Jugpal NIJJAR
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Practice Profile		
Patient List Size	6,550	
Practice Population	Figures	Percentage
0 – 4	498	7.45%
5 – 16	1019	15.00%
17 – 24	749	11.47%
25 – 34	1072	16.28%
35 – 44	1048	15.74%
45 – 54	887	12.99%
55 – 64	556	8.32%
65 – 74	431	6.44%
75 – 84	288	4.30%
85 – 89	74	1.17%
Over 90	60	0.84%
Male Patients	3,374	50.51%
Female Patients	3,308	49.49%
Ethnicity		
British or Mixed British	2097	33.14%

Irish	17	0.27%
White and Black Caribbean	72	1.14%
White and Black African	35	0.55%
White & Asian	37	0.58%
Other Mixed	75	1.19%
Indian	1269	20.06%
Pakistani	109	1.72%
Banladeshi	23	0.36%
Carribbean	27	0.43%
African	43	0.68%
Chinese	45	0.71%
Any Other	13	0.21%
Not recorded	2465	38.96%

Component 1 – Develop a Patient Reference Group (PRG)

Patient Reference Group profile		
Show how the practice demonstrates that the PRG is representative by providing information on the PRG profile		
Number Members	7	
Age & Sex breakdown	Male	Female
Under 16 -		
17 – 24 -		
25 – 34 -		
35 – 44 -	1	
45 – 54 -		
55 – 64 -	1	
65 – 74 -	2	2
75 – 84 -	1	

Over 84 -		
Ethnicity		
White	5	
Mixed		
Asian or Asian British	2	
Black or Black British		
Chinese or other ethnic group		
Other (e.g. no of carers/ no of unemployed/retired etc)	3 - Employed 4 - Retired	3 - Apology

Differences between the practice population and members of the PRG

Please describe variations between the practice population and the PRG.

Surgery has benefitted from having a Patient Reference Group or PRG since 2010. The remit of the group has always been to represent patients and their needs (particularly in terms of services) and to ensure that the Practice acknowledges patient needs and welfare as its primary focus- particularly challenging given the National focus to meet targets and to make huge financial savings within the NHS.

Recruiting members

The majority of the current 10 patients who compromise the PRG have been personally recruited particularly in the initial stages of the group when the right balance of skill mixes was required to support the group as it established itself.

Because of the high prevalence of chronic diseases the Practice sought to recruit members to join the PRG who suffered one or more chronic disease and currently the PRG has members within it who suffer from diabetes, hypertension, and heart disease. The perspective of these patients is crucial as they experience far more of the surgery's services than other 'well' patients and more often than not experience a range of community and secondary services.

The Practice does promote the PRG quite aggressively and regularly 'advertises' for new members to join the group- particularly younger patients and Asian patients. Currently there are adverts for patients to join the PRG on the website and also in the comprehensive Practice leaflet which is issued to all new patients on joining the Practice. In addition, all patients are informally asked during New Patient Medical Checks and Surgery Consultations.

PRG focussed on the followings.

- Access (Surgery and telephone)
- Opening hours
- Extended hours

- Reception issues
- Clinical care
- Repeat medications
- Prescribing budget
- A&E attendance
- Complaint procedure
- New premises development.

If there is a variation what did the practice do to ensure that every effort was made to get a representative number of patients on the group?

To promote the PRG the followings were undertaken:

- The Practice compiled PRG leaflets and placed these at main reception
- The Practice compiled PRG posters and placed these in the practice
- Receptionists highlighted the PRG and leaflets to patients
- Clinicians promoted the PRG during consultations
- During Chronic Disease review clinics the PRG was promoted
- The practice now has a section on the website dedicated to PRG

Component 2 – Agree areas of priority with the patient reference group (PRG)

Priorities

Please describe how the PRG agreed what the priorities were e.g. included in the local practice survey

At the PRG meeting the PRG members agreed the areas of priority were:

- getting an appointment
- opening times
- reception issues
- clinical care and
- contacting the practice.

The survey we carried out covered areas of:

- receptionists
- appointments
- opening times
- seeing the doctor of your choice
- care from your doctor/nurse

Component 3 – Collate patient views through the use of a survey

Patient Survey

Describe how the questions were drawn up for the survey

At the PRG meeting, initial discussion on the practice survey took place. The PRG members agreed on the General Practice Assessment Questionnaire (GPAQ). Previously the practice have carried out GPAQ surveys and found it to be useful as it covers areas relevant to the General Practice.

GPAQ V4 is now available to encompass Directed Enhanced Service (DES) for Patient Participation through local surveys.

How was the survey conducted? (e.g. how many surveys were distributed, how were they distributed, how many were completed)

The survey was conducted in January 2014.

The questionnaires were placed on the main reception desk. Poster were displayed near the questionnaires and throughout the surgery asking any patient in the surgery to complete one. In addition, reception staff asked patients to complete the questionnaire when they attended front desk reception; receptionists regularly gave out announcements asking patients to complete one.

300 completed questionnaires were received.

What were the survey results?

Patient Survey – January 2014

<i>Patient Survey – January 2014</i>	Otterfield Score 2013/14 (GPAQ)	Hillingdon CCG (MORI)	GPPS Benchmarks 2013/14 (MORI)
About Your Visit to the GP Today			
How good was the GP at:			
Q1 Putting you at ease?	99%	-	-
Q2 Being polite and considerate?	100%	-	-
Q3 Listening to you?	99%	82%	88%
Q4 Giving you enough time?	98%	80%	86%
Q5 Assessing your medical condition?	98%	-	-
Q6 Explaining your condition and treatment?	97%	75%	82%
Q7 Involving you in decisions about your care?	96%	68%	75%
Q8 Providing or arranging treatment for you?	96%	76%	85%
Q9 Did you have confidence that the GP is honest and trustworthy?	99%	88%	93%
Q10 Did you have confidence that the doctor will keep your information confidential?	98%	-	-
Q11 Would you be completely happy to see this GP again?	98%	-	-
About Receptionists and Appointments			
How good was the receptionist at:			
Q12 How helpful do you find the receptionists at your GP practice?	95%	85%	88%
Q12a Putting you at ease?	96%	-	-
Q12b Being polite and considerate?	96%	-	-

Q12c Listening to you?	96%	82%	86%
Q13 How easy is it to get through to someone at your GP practice on the phone?	76%	74%	74%
Q14 How easy is it to speak to a doctor or nurse on the phone at your GP practice?	40%	-	-
Q15 If you need to see a GP urgently, can you normally get seen on the same day?	57%	38%	37%
Q16 How important is it to you to be able to book appointments ahead of time in your practice?	84%	-	-
Q17 How easy is it to book ahead in your practice?	70%	-	-
Q18 How do you normally book your appointments at your practice? (by phone)	77%	89%	90%
Q19 Which of the following methods would you prefer to use to book appointments at your practice? (by phone)	62%	80%	80%
Thinking of times when you want to see a particular doctor:			
Q20 How quickly do you usually get seen? (Same day)	74%	-	-
Q21 How do you rate how quickly you were seen?	79%	-	-
Thinking of times when you are willing to see any doctor:			
Q22 How quickly do you usually get seen?	89%	80%	86%
Q23 How do you rate how quickly you were seen?	82%	-	-
Thinking of your most recent consultation with a doctor or nurse			
Q24 How long did you wait for your consultation to start? (5 to 15 minutes)	52%	56%	57%
Q25 How do you rate how long you waited?	65%	-	-
About opening times			
Q26 Is your GP practice currently open at times that are convenient to you?	83%	55%	79%
Q27 Which of the following additional opening hours would make it easier for you to see or speak to someone?	Saturday 26% After 6.30pm 25%	Saturday 76% After 6.30pm 67%	Saturday 73% After 6.30pm 70%
About seeing the doctor of your choice			
Q28 Is there a particular GP you usually prefer to see or speak to?	60%	55%	55%
Q29 How often do you see or speak to the GP you prefer?	59%	59%	62%
How good was the Nurse you last saw at:			
Q30 Putting you at ease?	96%	-	-
Q31 Giving you enough time?	97%	85%	81%
Q32 Listening to you?	97%	74%	80%
Q33 Explaining your condition and treatment?	96%	71%	78%
Q34 Involving you in decisions about your care?	90%	62%	67%

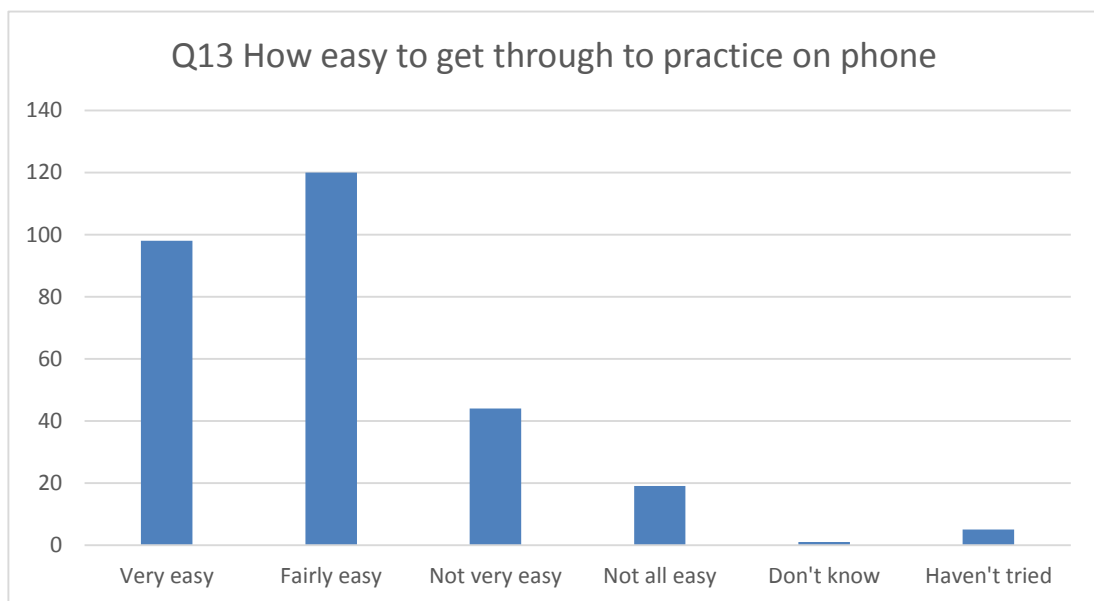
Q35 Providing or arranging treatment for you?	93%	72%	79%
Q36 Would you be completely happy to see this nurse again?	98%	-	-
Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:			
Q37 How well you understand your health problems?	77%	-	-
Q38 Cope with your health problem	71%	-	-
Q39 Keep yourself healthy	60%	-	-
Q40 Overall, how would you describe your experience of your GP surgery?	98%	85%	86%
Q41 Would you recommend your GP surgery?	87%	83%	79%
Q42 Sex (Female)	64%		-
Q43 Age (16-44)	57%		-
Q44 Long standing illness (Yes)	50%	49%	54%
Q45 Ethnicity (White)	73%	-	-
Q46 Employment (Employed)	59%	-	-

Details and Results of the Practice Survey

Accessing GP services

- Almost nine out of ten patients (95%) find the receptionists at the GP surgery helpful. Few patients (just 5%) do not find receptionists helpful.
- Almost nine out of ten patients (96%) find the receptionists at the GP surgery listening and putting you at ease. Few patients (just 4%) do not find receptionists are listening to you.
- Almost nine out of ten patients (96%) find the receptionists at the GP surgery being polite and considerate. Few patients (just 4%) do not find receptionists are polite.
- For most patients (76%) it is easy to get through to someone at the GP surgery on the phone, but almost one in five (22%) patients say it is not easy. Few patients (just 2%) haven't tried to get through to their GP surgery on the phone.
- One in five (40%) were able to speak to the GP or nurse on the phone, but 24% say it is not easy, but 29% haven't tried.
- Three in five (57%) were able to see GP urgently, 29% say no and 14% say 'never' needed.
- Over half of patients (60%) have a preferred GP – one-thirds (39%) say do not have a preference. Of those who have a preferred GP, three fifths (59%) 'always or almost always' get to see them. Around a quarter of patients (29%) see their preferred GP 'a lot of the time', with a slightly greater proportion (32%) saying 'some of the time'. Few patients (just 7%) 'never or almost never' get to see their preferred GP.

Q13 How easy to get through to practice on phone	Number of responses	Percentage
Very easy	98	34%
Fairly easy	120	42%
Not very easy	44	15%
Not all easy	19	7%
Don't know	1	0%
Haven't tried	5	2%
Total	287	100%
Practice marks		76%



Making an appointment

- The majority of patients (77%) usually book their appointments by phone, while one in five (19%) book their appointments in person. Few patients (4%) book their appointments online.
- Preferred methods of booking appointments generally reflect those currently used by patients. Over three in five patients (62%) prefer to book by phone, with one in five (17%) preferring to book appointments in person. Around three in ten (17%) prefer to book their appointments online.
- One-two of patients (44%) were able to see the preferred GP on the same day as when they initially contacted the surgery, while one in three (30%) saw someone

within 2-4 days. A further (13%) saw in the next few days, while 15% 'never' needed to see the GP urgently.

- Three-four of patients (69%) were able to see any GP on the same day as when they initially contacted the surgery, while one in five (19%) saw someone within 2-4 days. A further (4%) saw someone in the next few days, while 3% 'never' needed to see a GP urgently.
- The vast majority of patients rated that they were able to get an appointment to see a GP quickly (82%). Few (just 2%) felt that the appointment they got was very poor.

Waiting times

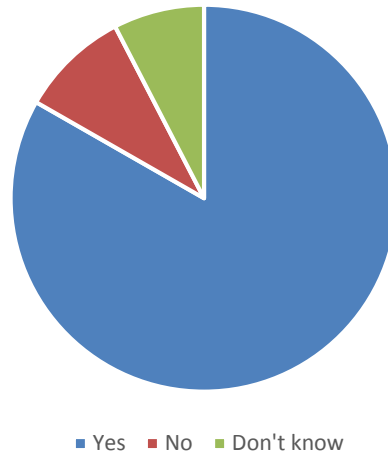
- The majority of patients (51%) usually wait between five and ten minutes after their appointment time to be seen and a third (36%) waits over ten minutes. One in five (20%) have to wait less than five minutes.
- Majority of patients (65%) are happy with the amount of time they have to wait for their appointment. Around one in twelve (8%) patients felt they have to wait 'far too long' for their appointment time.

Opening hours

- Most patients are satisfied with the opening hours of their GP surgery (83%). Few are dissatisfied with opening hours or are unsure when their surgery is open (9% and 8% respectively).
- Patients were asked which additional opening time/s would make it easier for them to see or speak to someone. Patients say that Saturday opening or after 6.30pm would make it easier for them (27% and 26% respectively). A fifth (19%) would like to have opening times extended to before 8am or on a Sunday (10%).

Q26 Open at convenient times?	Number of responses	Percentage
Yes	219	83%
No	24	9%
Don't know	20	8%
Total	263	100%
Practice marks		83%

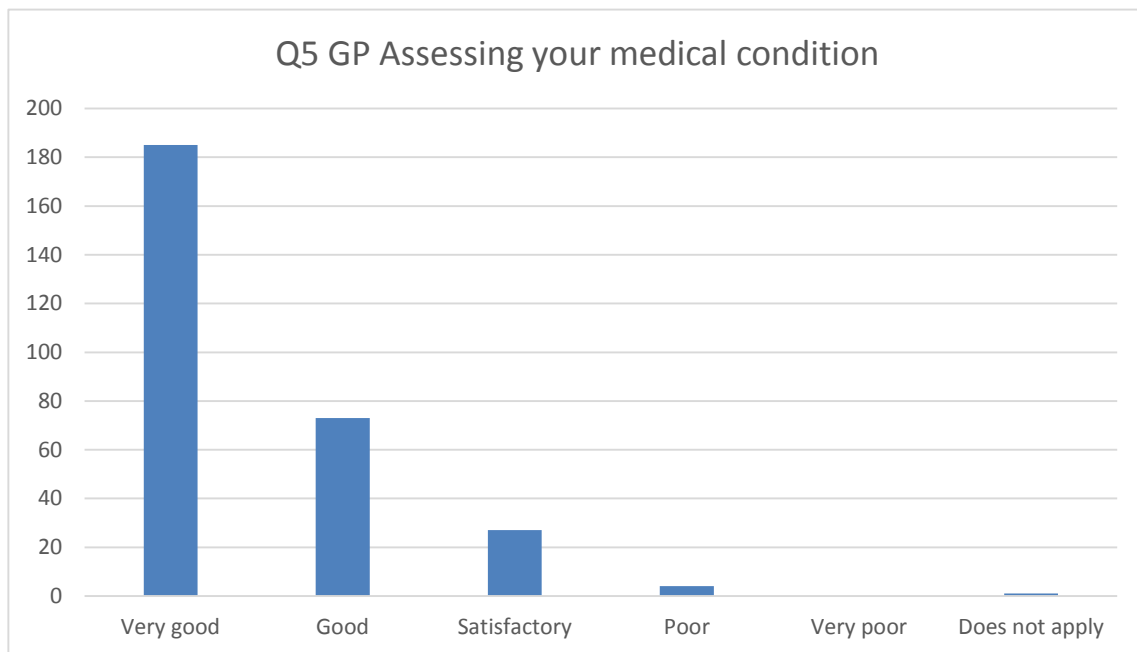
Q26 Open at convenient times?



Last GP appointment

- Patients were asked a range of questions about the last time they saw or spoke to a GP from their surgery. The majority of patients are very positive about their experiences with their doctor.
- Most patients feel their GP was good at the following:
 - Listening (99%)
 - Giving enough time (99%)
 - Treating with care and concern (98%)
 - Explaining tests and treatments (97%)
 - Involving them in decisions regarding their care (96%)
- The vast majority of patients (99%) have trust and confidence in the GP they saw.

Q5 GP Assessing your medical condition	Number of responses	Percentage
Very good	185	64%
Good	73	25%
Satisfactory	27	9%
Poor	4	1%
Very poor	0	0%
Does not apply	1	0%
Total	290	100%
Practice marks		98%

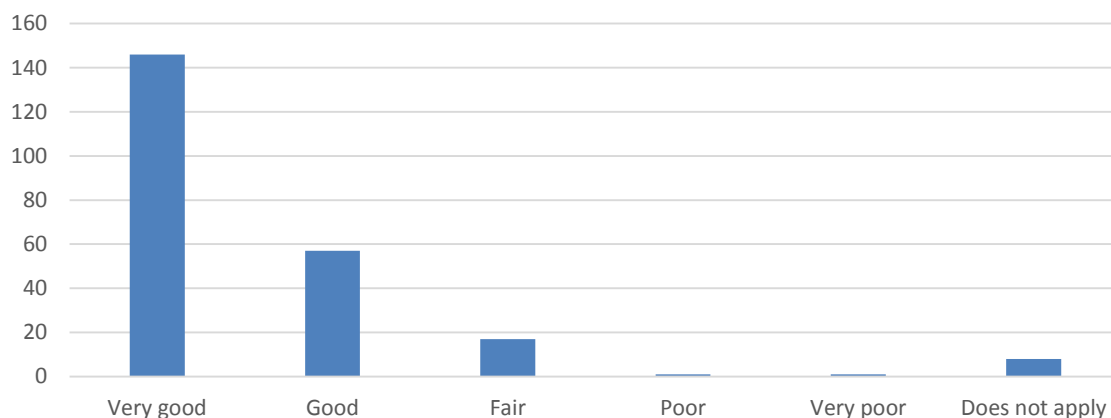


Last Nurse appointment

- The majority of patients are very positive about their experiences of a nurse at their surgery.
- Most say their nurse was good at the following:
 - Giving enough time (97%)
 - Listening (97%)
 - Treating with care and concern (96%)
 - Explaining tests and treatments (96%),
 - Involving them in decisions regarding their care (90%)
- Similarly the majority of patients (98%) have trust and confidence in the nurse they saw.

Q33 Explaining your condition and treatment?	Number of responses	Percentage
Very good	146	63%
Good	57	25%
Fair	17	7%
Poor	1	0%
Very poor	1	0%
Does not apply	8	3%
Total	230	100%
Practice marks		96%

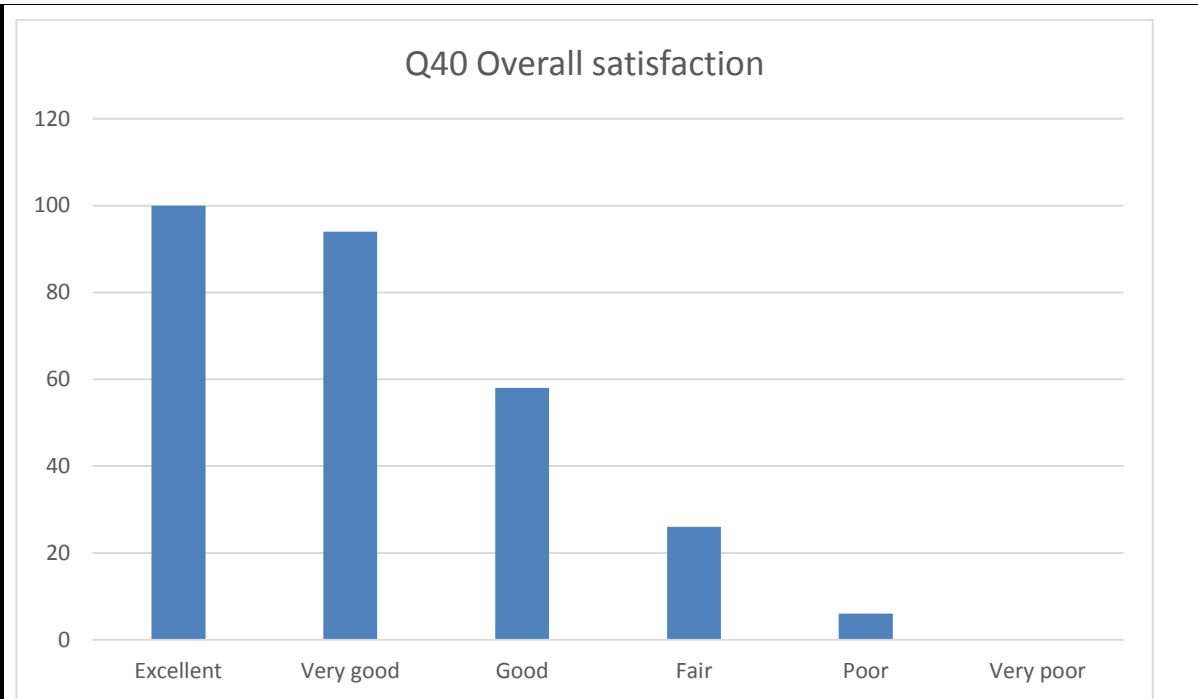
Q33 Explaining your condition and treatment?



Overall experience

- The majority of patients (98%) have had a good overall experience of their GP surgery, with (68%) describing their experience as 'very' good and 0% felt very poor.
- In terms of advocacy, four in five patients (88%) would recommend their GP surgery to someone who has just moved to the local area, with over half (57%) saying they would 'definitely' recommend it. Few (just 2%) would not recommend their GP practice to others, and (4%) are unsure.

Q40 Overall satisfaction	Number of responses	Percentage
Excellent	100	35%
Very good	94	33%
Good	58	20%
Fair	26	9%
Poor	6	2%
Very poor	0	0%
Total	284	100%
Practice marks		98%



Long-standing health condition

- Half of our patients have a long-standing health condition (50%).

Employment

- Over half of our patients (59%) are employed and 14% are retired.

Describe any other methods in which the views of registered patients were sought.

No other survey was conducted this year but the practice has a 'contact us' section on the website where patients can make any comments that are followed up by the practice.

Component 4 - Provide the PRG with an opportunity to discuss the survey findings and reach agreement with the PRG on changes to services

Discussion of survey findings

Agreed Actions

How did you provide the PRG with the opportunity to comment and discuss the findings of the local practice survey?

PRG met on 04 March 2014, all PRG members were issued with a full copy of the results of the survey. At the PRG meeting the group discussed each question and results individually.

Were there any disagreements?

Comments were made about the waiting time at the surgery and telephone access. However expressed satisfaction in survey results as a whole.

Area of discussion:

- Opening times including Saturday
- Telephone access to doctor/nurse
- Waiting time at the surgery
- Access to preferred GP

How were any disagreements resolved?

- PRG was informed that the waiting time during booked appointment never exceeded 15 minutes. Understandably waiting time could be long during most popular open surgery. The group agreed with this explanation. After the survey, steps have been taken for three receptionists to answer the phone especially during morning hours the busiest time.

PRG Chairman Report:

**The Patients Participation Group (PPG)
Chairs Report on Patients Survey 2013/2014 – Otterfield Medical Centre**

The Patients Participation Group (PPG) discussed the General Practice Assessment Questionnaire (GPAQ) - Patient's Survey and the results for 2013/14, and more specifically, some observations and issues raised by Dr Paramanathan and the Chair of the PPG on the survey. This took place at the PPG meeting on 4th March 2014. The main points discussed were:-

1. The format and wording of some of the questions in the survey. The PPG had felt that there could be some misinterpretation of the wording/format used for the survey *question responses* (due to cultural, social, age and educational profile of respondents to the survey) which in turn could lead to distortion of statistical data/results. The Chair had written to the originators of the GPAQ survey (as agreed at the previous PPG meeting) who have responded positively in agreeing to fully consider our suggestions on wording and contents when the survey is next reviewed and revised.
2. Managing user expectations of the surgery (including unrealistic expectations). This was a common issue raised/discussed and included several aspects of the report vis-à-vis:-
 - a) Waiting time in the practice (excluding 'open' surgery mornings as first come-first served),
 - b) Phone access to the doctors/nurses (although the practice is way above the national average in these two areas)
 - c) Answer times when 'phoning the surgery early morning.
3. The urgency of seeing a GP was also discussed and, as in item 2 above, highlighted that there is a natural differential in individual perspectives of what is considered to be urgent or available as opposed to 'convenient'. (This is a common self-interest factor within today's social/cultural environment throughout all elements of daily life to meet individual's priorities rather than the/their actual 'need').

4. The overall expectations being met were very favourable towards the survey indicating a high satisfaction factor of 90% plus across the range of surgery activities. (This is achieved by scaling up the survey sample to reflect the total patient numbers assuming that as the survey is an across the board random sampling it would be reflective of the patient base). However, it was agreed that we must not be complacent about the 10% who do not hold the same view/level of satisfaction about surgery areas i.e. average or below (as this could be a significant number of patients). Further agreement was reached that there is a need to ensure we address these perspectives to provide a holistic 'Centre of Excellence' *professional* approach and profile from the first point of contact when walking in the surgery door/surgery contact to walking out the door for all practice users.

Actions to address the matters raised were tendered to the group and these will be considered for incorporation into the Practice action plan for 2014/15 e.g. 'phone line management/systems, information dissemination to patients, qualitative specialist 'role specific' training/awareness for specific areas. This will enhance the practice to provide our desired totally professional 'patient focused approach' being perceived by all our patients/users.

Further details on the report discussions and other items raised at the PPG on 4th March 2014 meeting can be found in the PPG minutes of the same date.

Malcolm J Houghton-le-Chapple

Chair

Patients Participation Group

March 2014

10th

Component 5 – Agree an action plan with the PRG and seek PRG agreement to implementing changes

Action plan

How did you agree the action plan with the PRG?

The action plan was agreed with the PRG members at the meeting along with the Practice Manager. See attached action plan.

Key Area	Details of issue	Action required
Communication	Increase patient awareness of services available by improving patient communication and access to service information.	<ul style="list-style-type: none"> • Ensure practice website contains detailed and easily accessible patient-focused information regarding services and facilities available. • Promote patient knowledge and use of the website by use of prompts and promotional aids –

		<p>practice brochure, posters, pens with website address, etc.</p> <ul style="list-style-type: none"> • Update practice brochure and issue brochure to every new patient at registration and as many existing patients as possible • Disseminate information via Patient Reference Group • Wall mounted patient information posters
Access	Improve access to practice GP and nursing services outside core hours (8.00am – 6.30pm)	<ul style="list-style-type: none"> • Availability of Extended Hours Service on Saturday morning.
	Telephone access	<ul style="list-style-type: none"> • Configure menu structure to allow additional extensions and staff to cover periods of peak activity.
	Develop the use of online booking for appointments and ordering repeat prescriptions	<ul style="list-style-type: none"> • Pilot the use of online booking of GP and Practice Nurse appointments and ordering of repeat prescriptions after the practice 'goes live' with EMIS web clinical system.
	Improving Patient Access	<p>Improving Patient Access</p> <p>To improve access to the practice for patients, we have been looking at various ways to accomplish this. We hope that the following systems will be introduced once we move into the new Health Centre at Yiewsley.</p>
	Appointments Online	<p>Appointments Online</p> <p>Appointments Online offers simple instructions and prompts to make sure that it is easy for patients to book, view or cancel appointment — online — regardless of the time of day or night.</p> <p>Using the internet, patient can search for and view a range of available appointments; then just book the one which is most convenient for patients.</p>

	Repeat Medication Online	Repeat Medication Online Patient can make requests for repeat prescriptions — without having to visit the practice. Once the request has been processed, patient can then call at the practice to pick up the prescription or have nominated pharmacy collect it.
	SMS Reminders and Confirmation	SMS Reminders and Confirmation Never forget an appointment again! A messaging service which will confirm the appointment and then remind of the appointment nearer the time
	Automated Phone Service	Automated Phone Service Want to make an appointment when it's convenient to patient? Automated telephone service — Patient Partner will be available 24/7. Patient can make, check or cancel appointments using this service.
	Self-Check In	Self-Check In Avoid the queues at the reception desk. The self-check in screen will be made available in the main waiting room.
Clinical services	Review existing level of GP appointment provision.	<ul style="list-style-type: none"> • Audit existing levels of GP appointment provision across each surgery and each working day to ascertain existing level of provision is adequate / appropriate when matched against demand.
	Telephone consultation	<ul style="list-style-type: none"> • Practice will introduce telephone consultations to address the patients' needs on the same day and to reduce the A&E attendances.
	A&E Attendances	<ul style="list-style-type: none"> • Introduction of open surgery, telephone consultation, extended surgery hours likely to reduce A&E attendances
	Unplanned admissions	<ul style="list-style-type: none"> • High risk patients will be identified using BIRT2 tool, care plan will be drawn for at risk patients, cases will be discussed at MDG meetings,

		and care delivery will be coordinated with health and social care professionals.
	Out of Hours Services	<ul style="list-style-type: none"> Practice will consider opening 8am to 8pm in partnership with local practices (GP Networks)
<i>What did you disagree about?</i>		
There were no disagreements.		
<i>Are there any contractual considerations to the agreed actions?</i>		
No, there are no contractual considerations.		

Please provide a summary of the progress made with your 2013/14 action plan

You said	We did	The result is
Insert survey findings	Insert actions or agreements	Insert achievements to date
Opening Time	83% of patients said our opening times were convenient which all agreed was excellent. However, we will highlight opening times in the practice noticeboard as a reminder to all patients.	Surgery is opened Monday to Friday 8am to 6.30pm, no half-day and also opened on Saturday morning, patients are more than happy with this revised hours of opening.
Getting through to the telephone is an issue.	Steps have been taken for three receptionists are to answer the phone especially during morning hours the busiest time.	Significant improvement had been made on this, as there are now three receptionists are to answer the phone during busiest time.
Speaking to a GP/Nurse	The practice has reviewed the way it logs the calls to the nurse and doctor and this has been changed to an easier system.	As the practice has made changes on this issue, patient's calls to the nurse or the doctor are answered during the open surgery or at the end of the surgery.
Pre-booking appointments	Patients feel it's important for them to pre-book appointments. Currently,	As the practice has employed more doctors recently, five in total, there are more pre-

	<p>all our extended hours appointments and four appointments AM and PM for each GP are pre-bookable one week in advance. We highlight this on prescriptions, posters in surgery, the practice brochure, the website and staff alert patients when they call the practice. It was suggested that we can also highlight this is via the practice website.</p>	<p>booked appointments available now to meet the increasing request for pre-booked appointments especially with the doctor of patients' choice.</p>
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Component 6 – Publicise actions to be taken and subsequent achievements

<p>Local patient participation report</p>										
<p><i>Please describe how the report was advertised and circulated</i></p> <p>The report was published on the practice website and a hard copy is made available to the PRG members.</p>										
<p>Include a copy of the report</p>										
<p><i>Please provide your website address and a link to where the report is located on the practice website</i></p> <p>www.otterfieldmedicalcentre.co.uk under the heading of 'Patient Group'.</p>										
<p>Opening Hours</p>										
<p><i>Confirm opening times of the practice premises and method of obtaining access during core hours. This should include arrangements under extended hours where applicable.</i></p>										
<p><u>Opening Times</u></p> <table border="1" data-bbox="304 1756 1026 1930"> <tr> <td>Monday</td> <td>8am to 6.30pm</td> </tr> <tr> <td>Tuesday</td> <td>8am to 6.30pm</td> </tr> <tr> <td>Wednesday</td> <td>8am to 6.30pm</td> </tr> <tr> <td>Thursday</td> <td>8am to 6.30pm</td> </tr> <tr> <td>Friday</td> <td>8am to 6.30pm</td> </tr> </table>	Monday	8am to 6.30pm	Tuesday	8am to 6.30pm	Wednesday	8am to 6.30pm	Thursday	8am to 6.30pm	Friday	8am to 6.30pm
Monday	8am to 6.30pm									
Tuesday	8am to 6.30pm									
Wednesday	8am to 6.30pm									
Thursday	8am to 6.30pm									
Friday	8am to 6.30pm									

Telephone Contact

We are accessible via telephone on our mainline number of 01895 452540 during the following times.

Monday	8am to 6.00pm
Tuesday	8am to 6.00pm
Wednesday	8am to 6.00pm
Thursday	8am to 6.00pm
Friday	8am to 6.00pm

Extended Hours

We offer extended hours opening times, which are all pre-bookable up to one week in advance, as follows:

Saturday	9am to 11am
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Patients can also contact the practice via the website, fax or post.

The surgery is closed on all bank holidays.

Out of Hours

Out of Hours cover is provided by Care UK.