



Healthwatch Southwark

A review of GP out-of-hours answerphone messages - what do they tell us?

March 2016



Healthwatch Southwark: Who we are & what we do

Healthwatch Southwark is the local independent champion for health and social care services in Southwark. We want all people in Southwark to be able to access the best health and social care services possible.

We inform people about how to get involved in their local health and social care services. We encourage people to tell us what they like and what needs improving, and we work in various ways to ensure that different voices are equally heard.

Healthwatch Southwark uses people's feedback to inform those who design, deliver and commission local public health and social care services.

We sit on several boards and committees, so we can effectively use our influence to provide constructive insight and recommendations about how to improve services and make them more accessible to those who need them.

For more information, visit our website: www.healthwatchsouthwark.co.uk

Why review GP out-of-hours answerphone messages?

From speaking to Southwark residents, we have learnt that there is a lack of awareness around where to go for support when a GP is not available i.e. out of hours.

Our engagement on GP access and use of A&E walk in services has shown us that many people don't know about extended access services, SELDOC or the NHS 111 service which are available.

Some people told us that they use A&E when their GP cannot offer an appointment soon enough or if the GP is closed. We know this is putting a lot of pressure on our hospitals, therefore we felt the need to see what information GPs are giving to patients about these other services.

There are 44 GP surgeries in Southwark. By reviewing their out-of-hours answerphone messages we can gain a better understanding of the consistency and content of this information.

We want to highlight which GP surgeries have good, accessible and coherent messages, and to identify those where improvements could be made.

What are the out-of-hours services available to Southwark residents?

SELDOC

In Southwark, the SELDOC service (South East London Doctor's Cooperative) can provide **urgent medical care** when GP surgeries are closed. It provides a telephone service and on-duty doctors from 6.30pm until 8.00am on weekdays, and 24 hours during the weekends and bank holidays. **The phone number is publically available; therefore it should be a well promoted service.**



Extended Primary Care Services (EPCS)

NHS Southwark Clinical Commissioning Group (CCG) is investing £2 million per year in the Extended Primary Care Services to improve access to GP services. There are two locations of this extended service, one in North Southwark (Bermondsey Spa Medical Practice) and one in South Southwark (Lister Primary Care Centre). The service is available 8am - 8pm seven days a week. **This is not a walk-in service - a GP or SELDOC must refer you to make an appointment.**

111

111 is an **NHS free number** which is available 24 hours a day, 7 days a week. You will speak to a trained advisor who will ask you a series of questions and will then direct you to the best medical support. 111 should be used when you need urgent medical advice or advice on where it is appropriate to go, but the situation is not life-threatening. **The phone number is publically available; therefore it should be a well promoted service.**

Accident and Emergency (A&E) Departments / Urgent Care Centres (UCC)

A&E deals with genuine life threatening emergencies, serious illness and serious injuries, and UCCs deal with less severe injuries. Even though these services are available 24 hours a day, 7 days a week, **they are not an alternative to GP appointments.**

999

999 is a free number which is available 24 hours a day, 7 days a week. It should be called in a **medical emergency** - when someone is seriously ill or injured

and their life is at risk. The phone number is publically available; therefore it should be a well promoted service.



What we did in this review of out-of-hours answerphone messages

On the week commencing 1st February 2016, the Healthwatch Southwark team recorded all 44 GP answerphone messages out-of-hours.

We then listened to these messages, recorded what was said, and matched against the following criteria:

1. The message says that the **surgery is closed**
2. The message states the surgery **opening and closing hours**
3. Information on **NHS 111** is provided - *for medical advice*
4. Information on **SELDOC** is provided - *for urgent medical care when GP surgeries are closed*
5. Information on **999** is provided - *for medical emergencies and potentially life threatening*

We believe that surgeries should be able to fully provide each of the five indicators explained above.

In this report we have highlighted performance of each GP surgery's answerphone message against our criteria. We have also provided recommendations and comments for each one. There is also a suggested answerphone message template for all GP surgeries, to ensure consistency.



Summary of findings from our review

Overall, the answerphone messages of the 44 Southwark GPs are inconsistent in their messaging. Of the 44 practices we called:

- 3 have information on all 5 of our criteria
- 12 don't mention opening and closing times.
- 4 don't mention SELDOC, when to use it and how to contact it and 2 give the wrong number for SELDOC.
- 19 don't mention NHS 111, and 14 are giving the contact number for NHS Direct (replaced by 111).
- 11 don't mention 999.
- 2 surgeries are still directing people to the 'walk-in' Lister Centre which is no longer providing walk-in appointments.

See 'full breakdown of the data' section of this report for a breakdown of each GP's answerphone message against our criteria.

Recommendations and next steps...

The great thing is changing an answerphone message costs nothing! We encourage each GP practice to consider our comments and recommendations for their answerphone message. In this report we have outlined 5 criteria which we feel a 'good' answerphone message should include.

We have also provided a template which could be used by GPs so there is standardised messaging about out-of-hours services across Southwark.

By using our recommended template, we will have an agreed standard for telephone messages to ensure consistency of information.

With the support of Southwark CCG we will share this report with all 44 practices and their Patient Participation Groups (PPGs).

Recommended template for GP out-of-hours answerphone messages

Thank you for calling [Name of GP surgery]. We are now closed. Our opening and closing times are [insert times] on [insert days].

If you feel you cannot wait for the surgery to re-open you can call SELDOC on 0208 693 9066. This service provides a telephone service and doctors appointment while the surgery is closed.

If you need medical advice, please call the free 111 service.

If your call is a medical emergency or potentially life threatening, please call 999 or go to your local Accident and Emergency Service.

If you want to book an appointment at the surgery, either call back when we are open or use our online service at [insert website details].

To cancel an appointment, press [number] now.

Thank you.



Full breakdown of the data...

Healthwatch have devised the following criteria for an out-of-hours answerphone message.

Criteria 1: The message states that the **surgery is closed**

Criteria 2: The message states the surgery **opening and closing hours**

Criteria 3: Information on **NHS 111** is provided - *for urgent medical advice*

Criteria 4: Information on **SELDOC** is provided - *for urgent medical care when GP surgeries are closed*

Criteria 5: Information on **999** is provided - *for medical emergencies and potentially life threatening*

The table below transcribes each of the out of hours answerphone messages and shows how each one performs against these criteria. We also provide recommendations, sharing of good practice and observations.

Name of GP / Out-of-hours answerphone message	Criteria met / Recommendations / Others comments
<p>Aylesbury Medical Centre (Aylesbury Partnership) (Thurlow St, Commercial Way & Dun Cow Practices) <i>Thank you for calling Aylesbury Partnership, please note we have a new local number 02033023007, please hang up and redial 02033023007.</i></p> <p><i>Voice message when 02033023007 is called: Thank you for calling the Aylesbury Partnership. Your call may be recorded for training and monitoring purposes. So that your call can be dealt with quickly and efficiently, please listen to and select one of the following 6 options: To book, cancel or change an appointment, please press 1. To find out about your tests results , please press 2. To speak to a receptionist at the Aylesbury Medical Centre, please press 3. To speak to a receptionist at the Commercial Way Surgery, please press 4. To speak to a receptionist at the Dun Cow Surgery please press 5.</i></p> <p><i>Option 5: The [name of surgery] is now closed. If you need to speak to a doctor about medical advice, please call our out of hours service on 0208 693 90 66 that is 0208 693 90 66. In cases of extreme emergency please call 999.</i></p> <p><i>Our Phone lines are open Monday to Friday 8 am to 6.30 pm. Our Results lines are open Monday to Friday 2 pm - 5 pm. For Further information www.aylesburypartnership.nhs.uk Message the same for all 3 surgeries.</i></p>	<p>3 out of 5 criteria met</p> <p><u>Recommendations</u> To meet 3 and 4 criteria fully:</p> <ul style="list-style-type: none"> • Mention 111 and when to use it. • Mention SELDOC by name. <p><u>Other comments:</u></p> <ul style="list-style-type: none"> • This voice message could be re-recorded; to avoid having to press buttons to hear further information - so all information is in one message. • The navigation is not user-friendly - it doesn't allow you to go back to the main menu, you have to call back. • Messaging about 999 could be improved - 'extreme emergency' could cause confusion.

<p>New Mill Street Surgery Welcome to New Mill Street Surgery, we're now closed and we will re-open at the usual times which will be given at the end of this message. If you are calling for advice or requesting a visit please call SELDOC at 02086939066 the number again for SELDOC is 02086939066. If it is a medical emergency, please dial 999 for an ambulance. Our doors and telephone lines are open from 07:30am Monday to Friday and we close at 20:00 pm on Mondays and Tuesdays and 18: 30 pm on Wednesdays, Thursdays and Fridays. Please note we also close for staff training on Thursday afternoon. This is normally once a month on every third Thursday. This phone does not take messages, please request details for online access to book appointments, request repeat prescriptions or access part of your medical records 24 hours a day. Our website address is www.newmillstreet.com. Thank you.</p>	<p>3 out of 5 criteria met</p> <p><u>Recommendations</u> To meet criteria 3 and 4 fully:</p> <ul style="list-style-type: none"> • Mention of 111 and when to use it. • Make information about SELDOC clearer to avoid confusion about what this service is. <p><u>Other comments</u></p> <ul style="list-style-type: none"> • There is a lot of information in this answerphone message - the information about staff training could cause confusion. • The ordering of the message could be improved. • Although it is very clearly read out, it could be confusing for a person with language / hearing needs.
<p>Forest Hill Road Group Practice The surgery is now closed. Our phone lines are open Monday to Friday 8am to 6.30pm. We are closed on bank holidays. We have a practice website www.fhrgp.co.uk. Please visit the website for more information about services our practice offers. If you wish to cancel an appointment please press 1. For urgent medical advice please call SELDOC out of hour's service on 0208 693 9066, that's 0208 693 9066 or please hold to transfer to the service.</p>	<p>2 out of 5 criteria met</p> <p><u>Recommendations</u> To meet criteria 3, 4 and 5 fully:</p> <ul style="list-style-type: none"> • Mention of 111 and when to use it. • Make information about SELDOC clearer as it implies it is a telephone advice service. • Mention of 999 and when to use it. <p><u>Other comments</u></p> <ul style="list-style-type: none"> • It is good that this surgery offers to transfer the caller over to SELDOC. • It is also good that information about the website it provided.

<p>Avicenna Health Centre <i>You have reached the Avicenna Health Centre on 0207 237 1685. The surgery is now closed. NHS Direct provides health advice 24 hours a day on 111. I repeat, 111. In a serious medical emergency, please call 999. If you require a doctor urgently, please call SELDOC on 0208 693 9066. I repeat, if you require a doctor urgently, please call SELDOC on 0208 693 9066. The reception and telephone lines are now open from 8am to 6.30pm Monday, Thursday Friday and 8am to 7.30pm Tuesday and Wednesday. Bookable routine appointments are available on Tuesdays and Wednesdays from 6.30 pm to 7.30 pm. Please note that this machine does not take messages [beep].</i></p>	<p>3 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 3 and 4 fully:</p> <ul style="list-style-type: none"> • Refer to 111 instead of NHS Direct. • Make information about SELDOC clearer to avoid confusion about what this service is. <p><u>Other comments</u></p> <ul style="list-style-type: none"> • Background noise makes the information given in the answerphone message hard to understand.
<p>Bermondsey Spa Medical Practice <i>Hello, you have reached the Bermondsey Spa Medical Practice. The Practice is now closed, the practice is open Monday to Friday 8am to 6.30pm, the practice is closed on weekends and bank holidays. For medical advice please ring NHS Direct on 0845 46 47, that's NHS Direct on 0845 46 47. If you need medical attention please ring SELDOC on 0208 693 9066 on SELDOC on 0208 693 9066.</i></p>	<p>2 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 3, 4 and 5 fully:</p> <ul style="list-style-type: none"> • Refer to 111 instead of NHS Direct. • Make information about SELDOC clearer to avoid confusion about what this service is. • Mention 999 and when to use it.
<p>Falmouth Road Group Practice <i>Thank you for calling Falmouth Road Group Practice, the Surgery is now closed. In the event of an emergency please call SELDOC on 0208 693 9066. For emergencies such as loss of consciousness, chest pain or loss of blood, please dial 999. For non-emergencies call NHS 111. The Surgery is open on Monday to Friday between 8am and 6.30pm; please call back between these hours. Our extended hour Surgery is on Tuesday between 6.30pm and 8pm. We are closed weekends and bank holidays. Thank you.</i></p>	<p>3 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 3 and 4 fully:</p> <ul style="list-style-type: none"> • Make the 111 description clearer. • Make SELDOC description clearer. <p><u>Other comments</u></p> <ul style="list-style-type: none"> • Good description of when to use 999.

<p>The Bermondsey and Lansdowne Medical Mission <i>The Surgery is now closed. The opening hours are at 8am to 6.30pm Monday to Friday. To book, cancel, check or change an appointment using our automated system, press 1. If you need urgent medical assistance and you cannot wait till the Surgery re-opens, please hang up and call 0208 693 9066 to speak to a local doctor. If you have a life threatening emergency, please dial 999.</i></p>	<p>3 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 3 and 4 fully:</p> <ul style="list-style-type: none"> • Mention 111 and when to use it. • Mention SELDOC by name. <p><u>Other comments</u></p> <ul style="list-style-type: none"> • The automated system to check, change or cancel appointments could be confusing / seem impersonal.
<p>Blackfriars Medical Practice <i>Sorry, the surgery is now closed, but it opens Monday to Friday from 8am and is closed on all public bank holidays. If you wish to speak to an emergency doctor please phone SELDOC on 0208 693 9066. I repeat, 0208 8693 9066. In an event of an emergency such as loss of consciousness, severe chest pain, difficulty in breathing or loss of blood, dial 999. Please do not leave any messages on this machine. Thank you.</i></p>	<p>2 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 2, 3 and 4 fully:</p> <ul style="list-style-type: none"> • Mention closing time. • Mention 111 and when to use it. • Make the SELDOC description clearer.
<p>Borough Medical Centre (Dr. Misra) <i>The Surgery is now closed, if you require a doctor in an emergency please phone SELDOC on 0208 693 9066, I will repeat, 0208 8693 9066. Please note that the reception is open from 8am till 6.30pm from Monday to Friday except every 3rd Tuesday of the month, we close for training between 1pm and 3pm. However, if you require health information or advice, phone NHS direct on 0845 46 47 I repeat 0845 46 47. In the event of an emergency such as severe chest pain, loss of consciousness, difficulty in breathing or loss of blood, call 999. Please do not leave a message on the answering machine. Thank you.</i></p>	<p>3 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 3 and 4 fully:</p> <ul style="list-style-type: none"> • Mention 111 instead of NHS Direct. • Make the SELDOC description clearer. <p><u>Other comments</u></p> <ul style="list-style-type: none"> • Closure of reception for training could confuse people - a little unclear. • Good description of when to call 999. • The voicemail is a little difficult to understand - a softer tone could be used.

<p>Borough Medical Centre (Dr. Sharma) <i>The surgery is now closed. If you require a doctor in an emergency, please phone SELDOC on 0208 693 9066. I repeat, 0208 693 9066. Please note on November 19th there will be staff training between 12.30 and 1.30 pm. In the event of an emergency please call 999. Please do not leave a message.</i></p>	<p>2 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 2,3 & 4 fully:</p> <ul style="list-style-type: none"> • Mention opening and closing times • Mention 111 and when to use it. • Make the SELDOC description earlier. <p><u>Other comments</u></p> <ul style="list-style-type: none"> • The message should be rerecorded, as its information about staff training is very out-of-date.
<p>Princess Street Group Practice <i>This is Princess Street Group Practice; this is a long message so please listen carefully. The surgery is now closed. If you need to talk to a doctor urgently , please telephone SELDOC, our out of hour's service on 020 8693 9066, I repeat 020 8693 9066. For emergency such as loss of consciousness, severe chest pain or loss of blood, dial 999. Between 8am to 8pm seven days a week, you can also visit the urgent care centre at Guys Hospital or the walking service at the Lister health centre at 101 Peckham Road. The Accident and Emergency department at local hospitals should be used for emergencies only. The Surgery normally opens Monday to Friday from 8pm to 6:30pm. For an appointment please call again when we re-open. Please do not leave a message on this machine as it will not be received. Thank you.</i></p>	<p>4 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 3 fully:</p> <ul style="list-style-type: none"> • Mention 111 and when to use it. • Remove information about Lister walk-in centre. <p><u>Other comments</u></p> <ul style="list-style-type: none"> • Clear information about how and when to use A&E departments and Urgent Care Centre.
<p>East Street Surgery <i>Hello, this is the Surgery at 301 East street. Our opening hours are 8:50 to 7:00 Monday to Friday, please phone back when we are open. For general advice call NHS direct on 0845 46 47. If you need urgent advice or emergency contraception please attend your nearest pharmacy and request an emergency prescription. If your problem is bleeding, chest pain or difficulty in breathing please phone 999 or attend your nearest hospital A&E department. To speak to a doctor in the event of an emergency, call SELDOC on 0208 693 9066. Please note this is for emergencies only. Thank you</i></p>	<p>2 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 3, 4 and 5 fully:</p> <ul style="list-style-type: none"> • Mention 111 instead of NHS Direct. • Make the SELDOC description clearer. • Clearer indication that these aren't the <i>only</i> conditions for which 999/A&E is appropriate

<p>Maddock Way Surgery <i>This is Maddock Way Surgery. The surgery is now closed. If you need a doctor please call NHS direct on 0845 46 47 I repeat on 0845 46 47 or SELDOC on 0208 693 9066. I repeat, 0208 693 9066. In a dire emergency please call 999. The Surgery opening hours are Monday to Friday 8 till 6:30. Except Tuesdays open until 8pm for the (unclear what is said) only. This answerphone does not take messages; please call back when the surgery is open, thank you.</i></p>	<p>2 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 3, 4 and 5 fully:</p> <ul style="list-style-type: none"> • Mention 111 instead of NHS Direct. • Make the SELDOC description clearer. • Make the 999 information clearer - 'dire emergency' could cause confusion. <p><u>Other comments</u></p> <ul style="list-style-type: none"> • Opening and closing times could be clearer i.e. 8am to 6.30pm. • Voicemail not very clear - some interference with the audio, so it is difficult to understand what is being said.
<p>Manor Place Surgery <i>Thank you for calling Manor Place Surgery. The Surgery is now closed. Our opening hours are Monday to Friday 8am to 7:30pm. If you need to speak to a doctor please call SELDOC on 020 8693 9066 or press to be connected. For medical emergencies please call 999. Please note, only use your local A&E department for absolute medical emergencies. To hear these options again press your star key. Thank you.</i></p>	<p>3 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 3 and 4 fully:</p> <ul style="list-style-type: none"> • Mention 111 and when to use it. • Make information about SELDOC clearer. <p><u>Other comments</u></p> <ul style="list-style-type: none"> • Good that can transfer to SELDOC by press of a key.
<p>Old Kent Road Surgery <i>The Surgery is now closed. The opening hours of the surgery are Monday to Friday 9am to 6pm. We are closed on weekends and bank holidays. If you require urgent care outside those hours which cannot wait until next surgery there are several things you can do. You can visit a local pharmacist and ask for advice; you can phone health information on the NHS direct online website www.nhsdirect.nhs.uk. For information on services or advice from a nurse you can ring NHS direct on 08454647 and the phone calls charged on local rates. If you think you need to speak to a doctor urgently you can ring SELDOC on 02086939066 this is 02086939066 or alternatively press 1 now. If you need an emergency treatment in a critical or large threatened situation you should go to the nearest A&E department if necessary ring 999 for an ambulance, if you are not sure what to do ring NHS direct on 08454647 for advice, please do not leave any message on this answering machine. Thank you.</i></p>	<p>3 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 3 and 4 fully:</p> <ul style="list-style-type: none"> • Mention 111 instead of NHS Direct. • Make information about SELDOC clearer. <p><u>Other comments</u></p> <ul style="list-style-type: none"> • Good that calls can be transferred to SELDOC. • Good description of when to use A&E / 999. • Good to have information about pharmacy offer.

<p>Penrose Surgery <i>Penrose Surgery is now closed, opening hours are 8am to 6:30pm Monday to Friday, 8:30am to 12 noon on Saturdays, phone lines are closed on Saturday, if you require medical assistance and you cannot wait until we re-open please contact SELDOC on 02086939066 or press 9 to transfer to SELDOC now. Please do not leave voice messages on this line.</i></p>	<p>2 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 3, 4 and 5 fully</p> <ul style="list-style-type: none"> • Mention 111 and when to use it. • Make information about SELDOC clearer. • Mention 999 and when to call. <p><u>Other comments</u></p> <ul style="list-style-type: none"> • Good that calls can be transferred to SELDOC.
<p>Sir John Kirk Close Surgery <i>Thank you for calling Sir John Kirk Close Surgery. The Surgery is now closed. Our opening hours are Monday to Friday 8am to 6:30pm, with a late opening on Tuesday and Thursday until 7:30pm. If you need to speak to a doctor please call SELDOC on 020 8693 9066 or press 1 to be connected. For medical emergency, please call 999, please note only use your local A&E department for absolute medical emergencies. To hear these options again, press your star key. Thank you.</i></p>	<p>3 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 3 and 4 fully:</p> <ul style="list-style-type: none"> • Mention 111 and when to use it. • Make information about SELDOC clearer. <p><u>Other comments</u></p> <ul style="list-style-type: none"> • Good that calls can be transferred to SELDOC.
<p>The Trafalgar Surgery <i>The Surgery is closed. Our opening hours are 8am to 6:30pm Monday to Friday and we have extended opening hours on Mondays evenings. For medical advice when we are closed please visit www.nhs.uk. Alternatively if you wish to talk to a doctor urgently please telephone SELDOC on 020 8693 9066 this machine does not take messages.</i></p>	<p>2 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 3, 4 and 5 fully:</p> <ul style="list-style-type: none"> • Mention 111 and when to use it. • Make information about SELDOC clearer. • Mention 999 and when to call. <p><u>Other comments</u></p> <ul style="list-style-type: none"> • Would be good to state Monday closing time.

<p>Villa Street Medical Centre <i>The Surgery is now closed. If you require medical attention please phone the out of hours service SELDOC on 0208 693 9066 or NHS direct on 0845 46 47. If you wish to cancel an appointment please call 0207 358 4888. Thank you.</i></p>	<p>2 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 2, 3 and 5 fully:</p> <ul style="list-style-type: none"> • Mention opening and closing times. • Mention 111 instead of NHS Direct. • Mention 999 and when to call.
<p>Acorn Surgery <i>You have reached the Acorn Surgery, we are currently closed. If you think you are experiencing life threatening condition, please hang up and dial 999. If it is not an emergency but you need to see or speak to a doctor urgently, please call SELDOC, the out of hour's service on 020 8693 9066. For routine appointments and all non-urgent health conditions, please contact us during opening hours. You can now book appointments with the GP online. When you register, you will have access to order repeat medication and see allergies or adverse reactions you may have. Contact your receptionist for further information, thank you.</i></p>	<p>3 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 2 and 3 fully:</p> <ul style="list-style-type: none"> • Mention opening and closing times. • Mention 111 and when to use it. <p><u>Other comments</u></p> <ul style="list-style-type: none"> • Good information about SELDOC is provided. • Good that information about online services is included.
<p>Camberwell Green Surgery <i>Camberwell Green Surgery, the surgery is now closed. SELDOC cover the out of hour's service between 6:30pm and 8am Monday to Friday, weekends and public bank holidays. If you have an urgent medical problem and cannot wait until surgery re-opens please press 1 to put through SELDOC. To speak to the new NHS 111 service please hang up and redial 111 now. For all life threatening emergencies please hang up and redial 999 as soon as possible. If you are enquiring about free emergency contraception please contact your local chemist or pharmacy, as this is not covered by the out of hour's service. If you need an emergency supply of your regular medication you can obtain these from your local pharmacist, who is to supply you with 5 days' supply without a prescription. Thank you for calling.</i></p>	<p>3 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 2 and 3 fully:</p> <ul style="list-style-type: none"> • Mention opening and closing times. • Make information about 111 clearer. <p><u>Other comments</u></p> <ul style="list-style-type: none"> • Good information about SELDOC is provided. • Good that the call can be transferred to SELDOC. • Good to have information about pharmacy offer.
<p>Concordia Parkside Medical Centre <i>Welcome to Concordia Parkside Medical Centre, the Surgery is now closed. Our opening times are 8:00 am to 6:30pm Tuesday and Thursday, 8am to 8pm Monday and Wednesday and 7am to 6:30pm on Friday. Our phone lines are manned between 8.30am and 6.30pm Monday to Friday. For emergency services please call 999. If you wish to speak to the doctor urgently please call SELDOC on 020 8693 9066. Thank you.</i></p>	<p>3 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 3 and 4 fully:</p> <ul style="list-style-type: none"> • Mention 111 and when to use it. • Make information about SELDOC clearer.

<p>Hambleden Clinic <i>Thank you for calling the Hambleden Clinic. The surgery is now closed. If you have a medical emergency that may require an ambulance please hang up and redial 999. If you need to speak to an out of hours doctor please telephone 0208 693 9066. I repeat 0208 693 9066. If you require general medical advice please contact NHS direct, nurse led advice line 0845 46 47. To hear this message again press your star key. Thank you.</i></p>	<p>2 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 2, 3 and 4 fully:</p> <ul style="list-style-type: none"> • Mention opening and closing times. • Mention 111 instead of NHS Direct. • Mention SELDOC by name.
<p>Lister Primary Care Centre (Dr Hossain) <i>The Dr Hossain surgery is currently closed. The surgery is open from Monday to Thursday at 8.30am to 1.30 pm and from 2.30pm to 7pm and on Friday from 8.30am to 7pm. If this is an emergency please call SELDOC on 0208 693 9066. Or alternatively please contact NHS direct on 0845 46 47.</i></p>	<p>2 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 3, 4 and 5 fully:</p> <ul style="list-style-type: none"> • Mention 111 instead of NHS Direct. • Make information about SELDOC clearer. • Mention 999 and when to call.
<p>Lister Primary Care Centre (Dr Arumugaraasah) <i>Thank you for calling Dr Arum surgery. Sorry we are closed now. We are open from Monday to Friday morning 8.30am to 2 and from 3 to 6.30. For out of hours and emergencies please call SELDOC on 0208 693 9066 or call NHS direct at 0845 46 47. Please do not leave any messages as it will not be responded to. Thank you.</i></p>	<p>2 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 3, 4 and 5:</p> <ul style="list-style-type: none"> • Mention 111 instead of NHS Direct. • Make information about SELDOC clearer. • Mention 999 and when to call.
<p>Hurley Group Practice (Lister Primary Care Centre) <i>Thank you for calling Hurley Group Practice. The surgery is now closed. In case of an emergency, and after 6.30 pm, please call SELDOC on 0208 693 9066 or NHS Direct on 0845 46 47 or simply dial 111. Do not leave a message. Thank you.</i></p>	<p>1 out of 5 criteria mentioned</p> <p><u>Recommendations</u> To meet criteria 2,3,4 and 5 fully:</p> <ul style="list-style-type: none"> • Mention opening and closing hours • Remove NHS Direct telephone number • Make information on NHS 111 clearer • Make information on SELDOC clearer • Mention 999 and when to call

<p>Queens Road Surgery <i>Thank you for calling Queens Road Surgery. The surgery is now closed. If you have a medical emergency that may require an ambulance please hang up and redial 999. If you need to speak to an out of hour's doctor please telephone 0208 693 9066. I repeat 0208 693 9066. If you are calling to cancel an appointment and would like to leave your details please press 1. If you require general medical advice, you can contact NHS direct line 0845 46 47. To hear this message again press your star key. Thank you.</i></p>	<p>3 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 3 and 4 fully:</p> <ul style="list-style-type: none"> • Mention 111 instead of NHS Direct. • Mention SELDOC by name.
<p>Sternhall Lane Surgery <i>The surgery is now closed. Our opening hours are 8 am - 6.30 pm Monday to Friday. If you need urgent medical assistance and you cannot wait until the surgery reopens, please hang up and call 111. Calls to the NHS 111 service are free from both landlines and mobile phones. If you have a life threatening medical emergency, please call 999. Thank you.</i></p>	<p>4 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 4:</p> <ul style="list-style-type: none"> • Mention SELDOC; what it is, when to use it and how to contact. Then distinguish between this and 111. <p><u>Other comments</u></p> <ul style="list-style-type: none"> • Would be good to give name of the surgery.
<p>St Giles Surgery (same answerphone message for both surgeries under the St.Giles surgery branch) <i>Thank you for calling St Giles surgery. The surgery is now closed. Our surgery lines open from Monday to Friday from 8am to 6.30 pm. Please listen carefully for the following message if you are calling to cancel an appointment and would like to leave your details press 0. If you require urgent medical assistance that cannot wait until we reopen please hang up and call SELDOC on 0208 299 2619. I repeat 0208 299 2619. If you are calling for medical emergency that may require ambulance please redial 999. To hear this message again press the star key.</i></p>	<p>3 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 3 and 4 fully:</p> <ul style="list-style-type: none"> • Mention 111 and when to use it. • Remove SELDOC feedback number (0208 299 2619) and replace with correct appointment booking SELDOC number (0208 693 9066)
<p>Albion Street Group Practice <i>Thank you for calling Albion Street Group Practice. Our opening hours are as follows: 8am to 6.30pm Monday to Friday. We are closed on weekends and bank holidays. If you have an urgent medical problem that cannot wait until the surgery re-opens, please call SELDOC on 0208 693 9066. I will repeat 0208 693 9066. In case of a life-threatening emergency, please call 999. Thank you for calling Albion Street Group Practice. Goodbye.</i></p>	<p>3 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 1 and 3 fully:</p> <ul style="list-style-type: none"> • Mention that the surgery is currently closed. • Mention 111 and when to use it.

<p>Park Medical Centre <i>You have come through to the surgery. The surgery is now closed. For medical advice please call NHS 111. That is 111.To cancel an appointment press 2.</i></p>	<p>2 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 2, 4 and 5 fully:</p> <ul style="list-style-type: none"> • Mention opening and closing times. • Mention SELDOC - what it is, when to use it and how to contact. • Mention 999 and when to call. <p><u>Other comments</u></p> <ul style="list-style-type: none"> • Would be good to give name of the surgery.
<p>Silverlock Medical Centre <i>You have reached Silverlock Medical Centre. The surgery is now closed. Our telephone lines are open from Monday to Friday at 8am till 6.30pm. If you'd like to speak to someone regarding urgent medical matter please call SELDOC on 0208 693 9066. For medical advice please call NHS direct on 0845 46 47 and in the case of medical emergency please call 999.</i></p>	<p>3 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 3 and 4 fully:</p> <ul style="list-style-type: none"> • Mention 111 instead of NHS Direct. • Make information about SELDOC clearer.
<p>Surrey Docks Health Centre (Drs Holden, Marrinan et al) <i>This is the practice of Surrey Docks Health Centre. The practice is now closed. If you need urgent medical advice please call NHS 111 by dialling 111 or for more information you can visit online at www.nhs.uk. If you need to speak to a doctor, please call SELDOC on 0208 693 9066. That's 0208 693 9066. In call of medical emergency please call 999. The surgery's phones are open between 8am and 6.30 pm Monday through to Friday and appointment can be made during these times. The practice is open for appointment during our core hours at 8am to 6.30pm Monday through to Friday. We also offer extended hours surgery; please visit our website for further detail at www.surreydockshc.co.uk. Please note there is no facility to leave me message on this machine. Thank you for calling.</i></p>	<p>4 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 4 fully:</p> <ul style="list-style-type: none"> • Make information about SELDOC clearer. <p><u>Other comments</u></p> <ul style="list-style-type: none"> • Good that online service is mentioned.

<p>3-Zero-6 Medical Centre</p> <p><i>This is 3- zero - 6 medical centre. The centre is now closed. Our phones are answered between 8 am to 6.30 pm Monday to Friday. You have a choice; if you require health information or advice please call NHS Direct on 08454647, that is 08454647. If your call is urgent and the matter cannot wait until normal surgery hours please call SELDOC on 02086939066, I repeat 02086939066. In the event of serious medical or life threatening emergency you should dial 999 or go to the nearest A & E department. If you are not sure what to do please call NHS direct on 08454647 for advice. Our reception opening time is from Monday to Friday from 8 am- 6.30 pm except for Monday and Tuesday when we closed at 7pm. Our phones are answered from 8 am to 6.30 pm Monday to Friday. This machine does not record any messages. Any messages left in this machine will not be received</i></p>	<p>4 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 3 fully:</p> <ul style="list-style-type: none"> • Mention 111 instead of NHS Direct. <p><u>Other comments</u></p> <ul style="list-style-type: none"> • Good description of SELDOC provided.
<p>Concordia Melbourne Grove Medical Practice</p> <p><i>This is Melbourne Grove Medical Practice. The surgery is now closed. Please note you cannot leave a message during this call. Our opening times are 8am to 8pm Monday and Wednesday - our extended access days. We also opened at 8am to 6.30pm on Tuesday, Thursday and Friday. We are closed every Saturday. Every third Thursday of the month we are closed from 12.30 to 4.30pm for staff training. For emergency services please call 999. That's 999. If you wish to speak to a doctor urgently after the surgery is closed please call SELDOC on 0208 693 9066, that is 0208 693 9066. We are currently in flu vaccination season. If you require an influenza vaccination because you are age 2-4, over 65, currently pregnant, have a chronic condition or a carer of a patient with a chronic condition please call us Monday to Friday when we are opened to arrange an appointment. If you require health advice which are not an emergency or information on health services please call the NHS 111 service on 111, that's 111. If you need emergency contraception or emergency supply of medication most dedicated pharmacies can supply this medication after a consultation, but please check with the pharmacy first. Visit our website at www.mgmp.co.uk for advice and information on services offered by the surgery. If you wish to send us an email our email address is souccg.mgmp@nhs.net that souccg.mgmp@nhs.net. If you wish to send us a fax our fax number is 0208 299 1954 that is 0208 299 1954.</i></p>	<p>5 out of 5 criteria met.</p> <p><u>Other comments</u></p> <ul style="list-style-type: none"> • Opening and closing times could be clearer. • This message is currently very long, suggest it can be shortened to avoid confusion. • Referring to 'extended access days' could cause confusion with the extended primary care services.

<p>DMC Chadwick Road</p> <p>Welcome to DMC Chadwick Road. The surgery is now closed. To listen to surgery opening hours, press 3. To hear about ordering repeat prescriptions, press 4. To hear about the out of hours services, please press 5.</p> <p>Option 3: The surgery is open from 8 am to 6.30 pm Monday to Friday The surgery is closed on the third Thursday of each month from 12.30 pm to 4.30 pm. For further information please visit our website - www.chadwickroad.nhs.uk</p> <p>Option 5: If the surgery is closed and you require medical advice please contact one of the following services, depending on the level of emergency. If you have a medical emergency, please dial 999. If you cannot wait until the surgery reopens, please ring the 111 service for urgent medical assistance, calls to 111 are free from both landlines and mobile phones. Or you can attend the local Walk in Centre, located at the Lister Centre. 101 Peckham Road SE15. They are Open 8 am to 8 pm 7 days a week.</p>	<p>4 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 4 fully:</p> <ul style="list-style-type: none"> • Mention SELDOC - what it is, when to use it and how to contact. • Remove information about Lister walk-in centre. <p><u>Other comments</u></p> <ul style="list-style-type: none"> • This voice message could be re-recorded; to avoid having to press buttons to hear further information - so all information is in one message. • The navigation is not user-friendly - it doesn't allow you to go back to the main menu, you have to call back.
<p>Dulwich Medical Centre</p> <p>Welcome to DMC Crystal Palace Road. The surgery is now closed. To listen to surgery opening hours, press 3. To hear about ordering repeat prescriptions, press 4. To hear about our out of hours services, press 5.</p> <p>Option 3: The surgery is open from 8 am to 7 pm Monday to Friday. The surgery is closed on the third Thursday of each month from 12.30 pm to 4.30 pm. For further information please visit our website www.dmccrystalpalaceroad.co.uk</p> <p>Option 5: If the surgery is closed and you require medical advice please contact one of the following services: If you have a medical emergency, please dial 999. If you require urgent medical care and cannot wait until the surgery reopens, please call SELDOC on 020 86 93 90 66. If you need medical advice you can call the NHS 111 service. Calls to 111 are free from both landlines and mobile phones.</p>	<p>5 out of 5 criteria met.</p> <p><u>Other comments</u></p> <ul style="list-style-type: none"> • This voice message could be re-recorded; to avoid having to press buttons to hear further information - so all information is in one message. • The navigation is not user-friendly - it doesn't allow you to go back to the main menu, you have to call back.

<p>Elm Lodge Surgery <i>Thank you for calling Elm Lodge Surgery number 2 service road. The surgery is now closed. If you need to speak to a doctor urgently please call SELDOC on 0208 693 9066. I repeat that number 0208 693 9066. I will repeat that number again at the end of the message. In case of medical emergency please call 999. The surgery is open on weekdays from 8am 6.30pm and is closed on weekends and bank holidays and on one Thursday afternoon each month for training. Please also refer to our website for details of the services we provide and for general health advice. I repeat the telephone number for SELDOC 0208 693 9066. No messages can be leave on this machine. Thank you</i></p>	<p>3 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 3 and 4 fully:</p> <ul style="list-style-type: none"> • Mention 111 and when to use it. • Make information about SELDOC clearer - as it implies a telephone consultation. <p><u>Other comments</u></p> <ul style="list-style-type: none"> • Suggest remove 'Number 2 Service Road' [as heard]. • SELDOC number is given three times .
<p>Nunhead Surgery <i>This is Nunhead Surgery. In the event of dire emergency or collapse please dial 999. If you are calling when we are closed and the matter is urgent or you need to speak to a doctor urgently please call SELDOC on 0208 693 9066. I repeat 0208 693 9066. If you require health information or advice, call 111. The surgery opens at 8am each morning and closes at 6.30 each evening except on Tuesday when we have late night surgery until 7.30. The surgery close on Saturday and Sunday and all bank holidays. If you are calling during our opening time and received this message please call again as the line are busy. Do not leave a message on this answering machine as it will not be received. Thank you.</i></p>	<p>5 out of 5 criteria met.</p> <p><u>Other comments:</u></p> <ul style="list-style-type: none"> • Opening and closing times could be clearer - saying surgery is 'open each morning' implies weekends as well. • Make the 999 information clearer - 'dire emergency' could cause confusion.
<p>The Gardens <i>This is the garden surgery and we are now closed. For our normal opening hours on our website see www.gardensurgery.co.uk or keep listening. If you need urgent treatment call SELDOC on 0208 693 9066. I repeat 0208 693 9066. For other out of hours service information call triple one which is free to call from landline and mobiles. In life threatening medical emergency ring 999. Normal hours are as follows, from Monday 8am to 8pm, phones shut at 7.30pm Tuesday, Wednesday and Friday 8am to 6.30pm, Thursday 8am to 7pm, phone shut at 6.30pm. The surgery is also closed on weekends and all bank holidays. On the first Thursday of the month phone divert to SELDOC from 12-4 for training purposes so phone after this time for results. This phone does not record messages.</i></p>	<p>4 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 4 fully.</p> <ul style="list-style-type: none"> • Make information about SELDOC clearer. <p><u>Other comments:</u></p> <ul style="list-style-type: none"> • 'Triple 1' could cause confusion - suggest change to 111 for consistency. • Suggest this could be re-recorded with the person speaking slower as there is a lot of information to note down.

<p>The Lordship Lane Surgery <i>You are through to the Lordship Lane Surgery in Southeast London. The surgery is now closed and will reopen on the next working day at 8am. If your call is urgent and cannot wait till the surgery reopens than you can call the out of hours service on 0208 299 2619. I repeat 0208 299 2619. Alternatively you may call NHS 111. NHS 111 is free to dial from both landline and mobiles. Thank you.</i></p>	<p>1 out of 5 criteria met.</p> <p><u>Recommendations:</u> To meet criteria 2, 3, 4 and 5 fully.</p> <ul style="list-style-type: none"> • Mention opening and closing times. • Make information about 111 clearer. • Mention SELDOC - what it is, when to use it and how to contact. • Remove SELDOC feedback number (0208 299 2619) and replace with correct appointment booking SELDOC number (0208 693 9066) • Mention 999 and when to call.
<p>St James Church Surgery <i>Hello, the surgery is now closed. This answering machine is for information only and does not take messages. Please listen carefully. If you require an appointment then call Monday to Friday 8 in the morning until 6.30 in the evening. If you require immediate health information or advice then call the NHS on 111. If you have a genuine medical emergency that cannot wait till the surgery reopen than call 0208 693 9066 that is 0208 693 9066. Only very serious problem should go immediately to St Thomas Hospital Accident and Emergency Department. Please note again this machine do not take messages.</i></p>	<p>3 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 4 and 5 fully:</p> <ul style="list-style-type: none"> • Mention SELDOC by name. • Mention 999 and when to call. <p><u>Other comments</u></p> <ul style="list-style-type: none"> • Suggest do not refer to A&E departments by name.
<p>Gaumont Surgery <i>You have reached the Acorn surgery. We are currently closed. If you think you are experiencing a potentially life threatening condition, please hang up and dial 999. If it is not an emergency, but you need to see or speak to a doctor urgently, please call SELDOC, the GP out of hours service, on 020 8693 9066. For routine appointments and all non-urgent health conditions, please contact us during opening hours. You can now book appointments with the GP online. When you register you will have access to order repeat medication, and see any allergies or adverse reactions you may have. Contact your receptionist for further information. Thank you.</i></p>	<p>3 out of 5 criteria met.</p> <p><u>Recommendations</u> To meet criteria 2 and 3 fully:</p> <ul style="list-style-type: none"> • Mention opening and closing hours • Mention 111 and when to use it. <p><u>Other comments</u></p> <ul style="list-style-type: none"> • It may be confusing to some callers that Acorn Surgery, and not Gaumont Surgery, is mentioned at the beginning of the message. • Good description of SELDOC provided. • Good that information about online services is included.

Grange Road Practice

Thank you for calling the Grange Road Practice, which is now closed. You are through to general practice services, and for serious emergencies, please call 999. The surgery is open from 8 am every weekday. Consultations start at 9 am. Please contact the reception to make an appointment. If you need to speak to a doctor for a medical emergency, please call SELDOC on 0208 693 9066 I repeat 0208 693 9066. Thank you.

2 out of 5 criteria met.

Recommendations

To meet criteria 2,3 and 4 fully:

- Mention closing times
- Mention 111 and when to use it
- Make information about SELDOC clearer.

Other comments

- 'You are through to general practice services' may cause confusion.