



## Healthwatch Southwark

1 year on: Have Southwark GPs improved?

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

June 2017

## 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.

For more information about Healthwatch, please visit our [website](#).

## Background

In March 2016, we carried out a review of Southwark GP out-of-hours answerphone messages to see what they told patients about services available to them. We wanted to know if this information was consistent and accurate.

To find out why we did this review last year, and to see what we found, please read the [2016 report here](#).

In March 2017, we reviewed GP out-of-hours answerphone messages again to see if surgeries acted on the recommendations made last year:

GP out-of-hours answerphone messages should:

1. Say that the **surgery is closed**
2. State the surgery **opening and closing hours**
3. Provide information on **NHS 111** - for medical advice

4. Provide information on **SELDOC** - for urgent medical care when GP surgeries are closed
5. Provide information on **999** - for medical emergencies and potentially life threatening

In last year's report we provided a template which could be used by GPs so there is standardised messaging about out-of-hours services across Southwark:

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.

## Changes to GPs in Southwark over the last year

When we reviewed GP out-of-hours answerphone messages in March 2017, we noted the following changes:

- 1 GP surgery has closed following a Care Quality Commission (CQC) inspection (St James Surgery).
- Acorn and Gaumont Surgery had two separate phone numbers last year.
- The Nexus Health Group has formed
  - a GP merger of 4 practices:
    - Artesian Health Centre and Decima Street Surgery was formally known as The Bermondsey and Lansdowne Mission.

## Summary of findings from our review

We reviewed answerphone messages of all GP surgeries in Southwark with individual telephone surgeries - **39** in total. We called, recorded and transcribed each answerphone message just as we did last year on the week commencing 20 March 2017.

The below summarises what we heard on these answerphone messages. Consistent with last year, we marked each answerphone message against the 5 criteria outlined on page 2.

- **18/39** answerphone messages had information on all 5 of our criteria.

*Last year, 3 messages had information on all 5 of our criteria.*

- **7/39** answerphone messages followed HWS's recommended template - shown on page 2.
- **18/39** messages had changed from last year and improved in the information they gave patients (i.e. met more of our criteria).
- **3/39** messages had changed from last year but did not seem to work better - in relation to the information they gave patients:
  - 1 GP surgery no longer has an out-of-hours answerphone message but it did have one last year (Maddock Way Surgery).
  - 1 GP surgery seems to have a temporary answerphone message set (Nunhead Surgery).
  - 1 GP surgery offers more information on out-of-hours services (by pressing a key) but it does not work (DMC Chadwick Road).
- **21/39** messages have not changed from last year.

- **1/39** answerphone message gives the wrong number for SELDOC.
  - The Lordship Lane Surgery

*Last year, 2 messages gave the wrong number for SELDOC.*

- **1/39** answerphone message refers patients to the Lister walk-in centre - which no longer exists:
  - Princess Street Group Practice

*Last year, 2 messages referred patients to the non-existent walk-in centre.*

- **4/39** answerphone messages advise patients to call NHS Direct (0845 46 47) - which is no longer available:
  - Bermondsey Spa Medical Practice
  - Hurley at Lister
  - Lister Primary Care Centre (Dr Arumugaraasah)
  - Old Kent Road Surgery

*Last year, 14 messages advised patients to call NHS Direct over NHS 111.*

See 'full breakdown of the data' section of this report for a breakdown of each GP's out-of-hours answerphone message (page 6).

## What does this mean?

We are pleased to see that around half of Southwark GP out-of-hours answerphone messages are meeting all 5 criteria we recommended in last year's [report](#). This is an improvement from 10% last year.

Having listened to and transcribed each of the answerphone messages, we notice great inconsistency in how out-of-hours services are described to patients - for example, how are local people to know the difference between urgent and an emergency?

That is why, last year, we put together a recommended template that GP

surgeries could use. We are pleased to see that 7 GP surgeries have used this template, but this does also mean that there are still great inconsistencies in messaging. For instance - some GP surgeries are referring to walk-in centres that do not exist and to NHS Direct which has been replaced by NHS 111.

## Recommendations

We urge GP surgeries to spend some time updating their out-of-hours answerphone messages in line with the recommendations that we made last year. The suggested template can be found on page 2 of this report and in the first report published last year. The template would ensure that correct and standardised information is given to the public about out-of-hours services for people and families in Southwark.

We would like to thank NHS Southwark Clinical Commissioning Group (CCG), the Practice Managers Forum and Patient Participation Groups (PPGs) who gave valuable feedback on our template last year when we presented the report at various meetings. The template remained the same, after we received this feedback.

We would now like to encourage the CCG, PPGs, Practice Managers Forum and the Southwark GP Federations to support Southwark GPs to adopting the recommended template.

## Response from Southwark GP Federations

The Southwark GP Federations, Quay Health Solutions CIC and Improving Health Ltd, are pleased to note in this report the improvements made over the last year in our member practices.

We will continue to work with our member practices to ensure the practice level information is both up to date and helpful for our patients. We look forward to working with Healthwatch to ensure we continually improve the services we offer

## 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 shows transcriptions of each out-of-hours answerphone message at Southwark GP practices (column 1) and shows how each one performs against the criteria above and how this compares to their answerphone message last year (column 2).

Name of GP / out-of-hours answerphone message	Details obtained in March 2017
<p><b>Acorn and Gaumont Surgery</b></p> <p>You have reached the Acorn and Gaumont House Surgery. The surgery is now closed. For routine appointments and all non-urgent health conditions please contact us during our opening hours of 8am Monday to Friday. Please note that we close at 6:30 each evening except Tuesdays and Thursdays when we have late night pre-bookable appointments until 8pm. If your call is a medical emergency or potentially life threatening, please call 999 or go to your local accident and emergency service. If your call is not an emergency but you need to see or speak to a doctor urgently, please call SELDOC on 0208 693 9066. If you require health information or advice call 111. You can also book appointments online by going to our website at <a href="http://www.acorn-gaumont.nhs.uk">www.acorn-gaumont.nhs.uk</a>. When you register for this service you will be able to order repeat prescriptions as well see basic information about yourself such as allergies. For further information and to register for online services please contact reception. Thank you.</p>	<p>5/5 criteria met.</p> <p>Have not used HWS recommended template, therefore there are variations in how services are explained / they are not fully explained.</p> <p>Last year: Reviewed Acorn Surgery and Gaumont Surgery separately. Both met 3/5 criteria.</p>
<p><b>Albion Street Group Practice</b></p> <p>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.</p>	<p>3/5 criteria met.</p> <ul style="list-style-type: none"> <li>➤ Does not say surgery is closed.</li> <li>➤ Does not mention 111.</li> </ul> <p>Same message as last year.</p>

**Avicenna Health Centre**

Thank you for calling Avicenna Health Centre. The practice is now closed. Our opening and closing times are Monday to Friday from 8am to 6:30pm with extended hours until 7:30pm on Tuesdays and Wednesdays. If you cannot wait for the surgery to reopen you can call SELDOC free on 0208 693 9066 that's 0208 693 9066. This is a service that can provide telephone consultations, appointments and home visits when the surgery is closed. If you need medical advice please call the NHS 111 service, that's NHS 111 by dialling 111. If you are calling for a medical emergency or potentially life threatening, please dial 999 or go to a local A&E department. If you wish to book an appointment with the surgery, please call back during our opening hours. Thank you.

5/5 criteria met.  
Have used HWS recommended template.  
Last year: Met 3/5 criteria.

**Aylesbury Partnership (Aylesbury Medical Centre, Commercial Way Surgery & Dun Cow Surgery)  
Part of Nexus Health Group**

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 from one of the following 6 options: To book, change or cancel 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 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. To find out about opening times please press 6.

So that your call can be dealt with quickly and efficiently, please listen to and select one of the following 6 options. Please hold while we transfer your call to the surgery.

The surgery is now closed. In the event of an emergency such as severe chest pains, loss of consciousness, difficulty breathing or loss of blood please call 999 or attend your nearest hospital A&E department. If you need medical advice you can call the NHS 111 who are available 24 hours a day. Calls to 111 are free from both landlines and mobiles. If you require urgent medical care that cannot wait until the surgery reopens please call SELDOC on 0208 693 90 66.

5/5 criteria met.  
However, the navigation is not user-friendly.  
Have not used HWS recommended template, therefore there are variations in how services are explained / they are not fully explained.  
Last year: Met 3/5 criteria.

**Bermondsey Spa Medical Practice**

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.

2/5 criteria met.  
➤ Does not mention 111 - mentions NHS Direct.  
➤ Does not describe SELDOC fully (out-of-hours)  
➤ Does not mention 999.  
Same message as last year.

**Blackfriars Medical Practice**

Thank you for calling Blackfriars Medical Practice. The surgery is now closed. Our opening and closing times are 8am to 6:30pm Monday to Friday. We are closed on weekends and bank holidays. If you feel you cannot wait for the surgery to reopen you can call SELDOC on 0208 693 9066. I repeat 0208 693 9066. SELDOC provides a telephone service and doctors' appointments when the surgery is closed. If you need medical advice, please dial the free service on 111. If your call is a medical emergency or potentially life threatening, please dial 999 or go to your local accident and emergency service. If you want to book an appointment with the surgery, please call back when we are open. Further details are available on our website at [www.blackfriarsmedicalpractice.nhs.uk](http://www.blackfriarsmedicalpractice.nhs.uk). Please do not leave any messages on this machine. Thank you.

5/5 criteria met.  
Have used HWS recommended template.  
Last year: Met 2/5 criteria.

**Borough Medical Centre (Dr Sharma)**

Thank you for calling Dr Sharma's Surgery, we are now closed. We are open Monday to Friday between 8am and 6:30pm. If you feel you cannot wait for the surgery to reopen you can call SELDOC on 0208 693 9066. I repeat 0208 693 9066. If you need medical advice, please call the free 111 service. If your call is a medical emergency or life threatening, please call 999 or go to your local accident and emergency. Please do not leave a message. Thank you.

5/5 criteria met.  
Have not used HWS recommended template, therefore there are variations in how services are explained / they are not fully explained e.g. SELDOC.  
Last year: Met 2/5 criteria.

**Borough Medical Centre (Dr Misra)**

Dr Misra's Surgery is now closed. We are open Monday to Friday from 8am till 6:30pm. If you feel you cannot wait for the surgery to reopen and require a doctor in an emergency, please call out of hours' service SELDOC on 0208 693 9066, I will repeat 0208 693 9066. However, if you require health information or advice please call the free 111 service. In the event of an emergency such as severe chest pain, loss of consciousness, difficulty in breathing or loss of blood, call 999. If you want to book an appointment at the surgery, please call back when we are open or use the online services if you are registered. Please do not leave a message on the answering machine. Thank you.

5/5 criteria met.  
Have not used HWS recommended template, therefore there are variations in how services are explained / they are not fully explained.  
Last year: Met 3/5 criteria.

**Camberwell Green Practice**

Welcome to 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 that cannot wait until the surgery re-opens please press 1 to be put through to 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

3/5 criteria met.  
➤ Does not state opening and closing times.  
➤ Doesn't not explain 111 service.



<p>medication you can obtain these from your local pharmacist, who is able to supply you with 5 days' supply without a prescription. Thank you for calling.</p>	<p>Same message as last year.</p>
<p><b>Melbourne Grove Medical Practice</b>  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 open at 8am to 6.30pm on Tuesday, Thursday and Friday. We are closed on a 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 aged 2 to 4, over 65, currently pregnant, have a chronic condition or are 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 is 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 <a href="http://www.mgmp.co.uk">www.mgmp.co.uk</a> for advice and information on services offered by the surgery. If you wish to send us an email our email address is <a href="mailto:souccg.mgmp@nhs.net">souccg.mgmp@nhs.net</a> that's, <a href="mailto:souccg.mpmg@nhs.net">souccg.mpmg@nhs.net</a>. If you wish to send us a fax our fax number is 0208 299 1954, that is 0208 299 1954.</p>	<p>5/5 criteria met.</p> <p>However, the message is very long and includes a lot of information that is not relevant to all patients.</p> <p>Have not used HWS recommended template, therefore there are variations in how services are explained / they are not fully explained.</p> <p>Same message as last year.</p>
<p><b>Parkside Medical Centre</b>  This is Parkside Medical Centre. The Surgery is now closed. Our opening times are 8:00am till 6:30pm Tuesday and Thursday, 8am till 8pm Monday and Wednesday and 7am till 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.</p>	<p>3/5 criteria met.</p> <ul style="list-style-type: none"> <li>➤ Does not mention 111.</li> <li>➤ Does not describe SELDOC fully (out-of-hours)</li> </ul> <p>Same message as last year.</p>
<p><b>DMC Chadwick Road</b>  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 practice is open from Monday to Friday 8am until 6.30pm, with extended opening hours until 7.30pm on Mondays and Thursdays. We are closed on the third Thursday of every month between 12.30pm to 4.30pm for Protected Learning Time. We are located at 60 Chadwick Road, SE15 4PU. For more information, please visit our website - <a href="http://www.chadwickroad.nhs.uk">www.chadwickroad.nhs.uk</a>. To return to the main menu please press 0.</p> <p>Option 5: [Phone cuts off]</p>	<p>2/5 criteria met.</p> <ul style="list-style-type: none"> <li>➤ Option 5 does not work therefore no mention of 111, SELDOC or 999.</li> </ul> <p>Last year: 4/5 criteria met.</p>

**DMC Crystal Palace Road**

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.

Option 3: The surgery is open from Monday to Friday 8am until 7pm. We are closed on the third Thursday of every month between the hours of 12.30pm to 4.30 for staff training. For more information, please visit our website - [www.dmccrystalpalaceroad.co.uk](http://www.dmccrystalpalaceroad.co.uk). To return to the main menu please press 0.

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 you 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.

5/5 criteria met.

Although the navigation is not user-friendly.

Have not used HWS recommended template, therefore there are variations in how services are explained / they are not fully explained.

Same message as last year.

**East Street Surgery**

Hello, this is the Surgery at 301 East Street. Our opening hours are 8:50 till 7 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.

2/5 criteria met.

- Does not mention 111 - mentions NHS Direct
- Does not fully explain SELDOC (out-of-hours)
- Implies can only call 999 if these problems.

Same message as last year.

**Elm Lodge Surgery**

Thank you for calling Elm Lodge Surgery, 2 Burbage 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 again 0208 693 9066. I will repeat this number again at the end of the message. In case of medical emergency please call 999. The surgery is open on weekdays from 8am to 6.30pm. We are closed on weekends, bank holidays and 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 left on this machine. Thank you.

3/5 criteria met.

- Does not mention 111.
- Does not fully explain SELDOC (out-of-hours)

Same message as last year.

**Falmouth Road Surgery**

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

3/5 criteria met.

- Does not fully explain 111.

<p>6.30pm. Please call back between these hours. Our extended hours surgery is on Tuesday between 6.30pm and 8pm. We are closed weekends and bank holidays. Thank you.</p>	<p>➤ Does not fully explain SELDOC. Same message as last year.</p>
<p><b>Forest Hill Road Group Practice</b> Welcome to Forest Hill Road Surgery. The surgery is now closed and we will reopen at the usual time which will be given at the end of this message. If you need advice, please phone 111. If you feel you need to be seen by a medical professional, please call our out of hours' service SELDOC on 0208 693 9066 that's 0208 693 9066. If it is a medical emergency, please dial 999 for an ambulance. Our phone lines are open Monday to Friday 8am to 6:30pm. Our website address is <a href="http://www.fhrgp.co.uk">www.fhrgp.co.uk</a>. Please hold if you would like to be put through to SELDOC.</p>	<p>5/5 criteria met. Have not used HWS recommended template, therefore there are variations in how services are explained / they are not fully explained. Last year: met 2/5 criteria.</p>
<p><b>Grange Road Practice</b> 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 8am every weekday. Consultations start at 9am. 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.</p>	<p>2/5 criteria met. ➤ Does not state closing times. ➤ Does not mention 111. ➤ Does not fully explain SELDOC. Same message as last year.</p>
<p><b>Hambleton Clinic</b> The Hambleton Clinic is now closed. Our opening hours are 8am to 8pm on Mondays and Tuesdays, and 8am to 6:30pm on Wednesday to Friday. Our surgery is closed on weekends and bank holidays. When the surgery is closed, please call the emergency line on 0208 693 9066 and you will be put through to SELDOC who provide out of hours' care. This is staffed by local GPs on a rota basis and you will probably be seen by a GP not from our surgery. If you cannot wait for the next GP appointment and have a minor injury or medical problem, you can access the urgent care centre at Guy's Hospital open 8am to 8pm 7 days a week 365 days a year. For more details, call the urgent care centre at 0203 049 8970. Alternatively, you can also message my GP on our website - <a href="http://southwarkgp.co.uk">southwarkgp.co.uk</a> or call the 24 hour NHS advice line 111. If you care calling about a medical emergency, please hang up and call 999. To hear this message again press star.</p>	<p>4/5 criteria met. ➤ Does not mention 111. Last year: 2/5 criteria met.</p>

<p><b>Hurley at Lister</b></p> <p>Thank you for calling Hurley Group Practice. The surgery is now closed. In case of an emergency, and after 6.30pm, 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.</p>	<p>1/5 criteria met.</p> <ul style="list-style-type: none"> <li>➤ Does not mention opening and closing times.</li> <li>➤ Mentions 111 but doesn't explain it and also refers to NHS Direct.</li> <li>➤ Does not mention 999. (Does not meet criteria 2, 3 fully, 4 fully and 5. Mentions NHS Direct).</li> </ul> <p>Same message as last year.</p>
<p><b>Lister Primary Care Centre (Dr Arumugaraasah)</b></p> <p>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 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.</p>	<p>2/5 criteria met.</p> <ul style="list-style-type: none"> <li>➤ Does not mention 111 - mentions NHS Direct.</li> <li>➤ Does not mention 999.</li> </ul> <p>Same message as last year.</p>
<p><b>Lister Primary Care Centre (Dr Hossein)</b></p> <p>Thank you for calling the Dr Hossain Surgery. The surgery is now closed. The surgery is open between Tuesday to Friday 8:30am to 7pm and Monday 8:30am to 8pm, and closed for bank holidays and weekends. If you think you are experiencing a 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 hours' service on 0208 693 9066, I repeat 0208 693 9066. However, if you require health information or advice dial 111. I repeat 111. 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 all of the repeat medication and see allergies or adverse reactions you may have. Contact your receptionist for further information. Thank you.</p>	<p>5/5 criteria met.</p> <p>Have not used HWS recommended template, therefore there are variations in how services are explained / they are not fully explained.</p> <p>Last year: 2/5 criteria met.</p>
<p><b>Maddock Way Surgery</b></p> <p>No answerphone message.</p>	<p>0/criteria met.</p> <p>Last year: 2/5 criteria met.</p>

<p><b>Manor Place Surgery (Part of Nexus Health Group)</b></p> <p>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 1 to be connected. For medical emergencies please call 999. Please note, only use your local A&amp;E department for absolute medical emergencies. To hear these options again press your star key. Thank you.</p>	<p>3/5 criteria met.</p> <ul style="list-style-type: none"> <li>➤ Does not mention 111.</li> <li>➤ Does not fully explain SELDOC.</li> </ul> <p>Same message as last year.</p>
<p><b>Sir John Kirk Close Surgery (Part of Nexus Health Group)</b></p> <p>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&amp;E department for absolute medical emergencies. To hear these options again press your star key. Thank you.</p>	<p>3/5 criteria met.</p> <ul style="list-style-type: none"> <li>➤ Does not mention 111.</li> <li>➤ Does not fully explain SELDOC.</li> </ul> <p>Same message as last year.</p>
<p><b>New Mill Street Surgery</b></p> <p>Thank you for calling the New Mill Street Surgery. We are now closed. Our opening and closing times are 7.30am to 8pm on Monday and Tuesday, and 7.30am to 6.30pm on Wednesday, Thursday and Friday. Every third Thursday of the month we are closed from 12.30 to 4.30pm for staff training. The surgery is closed on Saturdays and Sundays and all bank holidays. If you feel you cannot wait for the surgery to reopen you can call SELDOC on 0208 693 9066. I repeat 0208 693 9066. This service provides a telephone service and doctors' appointments whilst the surgery is closed. If you need medical advice, please call the free 111 service. I repeat 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. I repeat, call 999. If you want to book or cancel an appointment, request prescriptions, or access your medical records at the surgery either call back when we are open or use our online service called patient access. For more information, visit our website - <a href="http://www.newmillstreet.com">www.newmillstreet.com</a>. This phone does not take messages. Thank you.</p>	<p>5/5 criteria met.</p> <p>Have used HWS recommended template.</p> <p>Last year: 3/5 criteria met.</p>
<p><b>Nunhead Surgery</b></p> <p>This is Nunhead Surgery. In the event of dire emergency or collapse please dial 999. We will be closed this afternoon from 12:30 until 4:30 for staff training. If you require urgent medical services which cannot wait until 4:30 please hang up and dial SELDOC which is 0208 693 9066. I will repeat that number - SELDOC at 0208 693 9066.</p>	<p>0/5 criteria met.</p> <p>Seem to have a temporary answerphone message and implies surgery is closed every afternoon.</p> <p>Last year: 5/5 criteria met.</p>

<p><b>Old Kent Road Surgery</b></p> <p>The Old Kent Surgery is now closed. The opening hours of the surgery are Monday to Friday 9am to 6pm. We are closed weekends and bank holidays. If you need 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 find health information on the NHS direct online website - <a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a>. For information on services or advice from a nurse you can ring NHS direct on 0845 46 47 and the calls charged at local rates. If you think you need to speak to a doctor urgently, you can ring SELDOC on 0208 693 9066. That is 0208 693 9066. Alternatively press 1 now. If you need emergency treatment in a critical or life threatened situation you should go to the nearest A&amp;E department if necessary and if necessary, ring 999 for an ambulance. If you are not sure what to do ring NHS direct on 0845 46 47 for advice. Please do not leave any messages on this answering machine. Thank you.</p>	<p>3/5 criteria met.</p> <ul style="list-style-type: none"> <li>➤ Does not mention 111 - mentions NHS Direct.</li> <li>➤ Does not fully explain SELDOC.</li> </ul> <p>Same message as last year.</p>
<p><b>Park Medical Centre</b></p> <p>Thank you for calling Park Medical Centre. We are now closed. Our telephone is answered from 8:30am to 6:30pm Monday to Friday. If you cannot wait for the surgery to reopen, please contact SELDOC at 0208 693 6066. This service provides telephone advice and doctor's appointments while the surgery is closed. For medical advice please call 111. If your call is a medical emergency or life threatening call 999, or go to your local accident and emergency service. To cancel an appointment press 2. You can also book an appointment using our online service at <a href="http://www.parkmedicalcentersouthwark.co.uk">www.parkmedicalcentersouthwark.co.uk</a>.</p>	<p>5/5 criteria met.</p> <p>Have used HWS recommended template.</p> <p>Last year: 2/5 criteria met.</p>
<p><b>Penrose Surgery</b></p> <p>Penrose Surgery is now closed. Opening hours are 8am to 6:30pm Monday to Friday, 8:30am to 12 noon on Saturday. Phone lines are closed on Saturday. If you require medical assistance and cannot wait until we re-open, please contact SELDOC on 0208 693 9066 or press 9 to be transferred to SELDOC now. Please do not leave voice messages on this line.</p>	<p>2/5 criteria met.</p> <ul style="list-style-type: none"> <li>➤ Does not mention 111.</li> <li>➤ Does not fully explain SELDOC.</li> <li>➤ Does not mention 999/</li> </ul> <p>Same message as last year.</p>
<p><b>Princess Street Group Practice (part of Nexus Health Group)</b></p> <p>Thank you for calling 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 emergencies 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 walk-in 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.</p>	<p>4/5 criteria met.</p> <ul style="list-style-type: none"> <li>➤ Does not mention 111.</li> <li>➤ Refers patients to the Lister walk-in centre which no longer exists.</li> </ul> <p>Same message as last year.</p>

<p><b>Queens Road Surgery</b></p> <p>Thank you for calling Queens Road Surgery. We are now closed. Our opening and closing times are 8am to 6:30pm, Monday to Friday. With late opening on Monday and Thursday from 6:30pm to 8pm. If you feel you cannot wait for the surgery to reopen you can call SELDOC on 0208 693 9066. I'll repeat, 0208 693 9066. This is a free NHS service that provides a telephone service and doctor's appointment when the surgery is closed. If you need medical advice, please call the free NHS 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, please use our online service at <a href="http://www.southwarkgp.co.uk">www.southwarkgp.co.uk</a>. To cancel an appointment press 1 now. To hear this message again press the star key.</p>	<p>5/5 criteria met.</p> <p>Have used HWS recommended template.</p> <p>Last year: 3/5 criteria met.</p>
<p><b>Silverlock Medical Centre</b></p> <p>You are through to Silverlock Medical Centre. We are now closed. We are open Monday, Thursday and Friday from 8am to 6:30pm, and Tuesday and Wednesday from 8am to 8pm. If you need medical advice outside of these hours, please call NHS 111 by hanging up and dialling 111. For urgent medical care please contact the out of hours' service SELDOC by hanging up and dialling 0208 693 9066. If you have a medical emergency that is potentially life threatening, please hang up and dial 999. Alternatively, if you would like to book an appointment online please visit our website at <a href="http://www.southwarkgp.co.uk">www.southwarkgp.co.uk</a> for more information. Thank you.</p>	<p>5/5 criteria met.</p> <p>Have not used HWS recommended template, therefore there are variations in how services are explained / they are not fully explained.</p> <p>Last year: 3/5 criteria met.</p>
<p><b>St Giles Surgery (both sites)</b></p> <p>Thank you for calling St. Giles Surgery. The surgery is now closed. Our surgery lines open from Monday to Friday from 8am to 6:30pm. Please listen carefully for the following message. If you are calling to cancel an appointment and would like to leave your details press 0. 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 at 0208 693 9066. That's 0208 693 9066. If you require health advice which is not an emergency or need information on health services please call the NHS 111 service on 111, that's 111. If you need emergency contraception or emergency supply of medical prescription most dedicated pharmacies can supply medication after a consultation but please consult with the pharmacy first. Visit our website at <a href="http://www.stgilessurgery.co.uk">www.stgilessurgery.co.uk</a> for advice and information of services offered by the surgery. If you wish to send us a fax our fax number is 0207 701 6199. That's 0207 701 6199. To hear this message again press the star key.</p>	<p>5/5 criteria met.</p> <p>Have not used HWS recommended template, therefore there are variations in how services are explained / they are not fully explained.</p> <p>Last year: 3/5 criteria met.</p>
<p><b>Sternhall Lane Surgery</b></p> <p>The surgery is now closed. Our opening hours are 8am to 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.</p>	<p>4/5 criteria met.</p> <p>➤ Does not mention SELDOC.</p> <p>Same message as last year.</p>

<p><b>Surrey Docks Health Centre</b></p> <p>This is the practice at 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 <a href="http://www.nhs.uk">www.nhs.uk</a>. If you need to speak to a doctor urgently and cannot wait until the practice reopens please call SELDOC on 0208 693 9066. That's 0208 693 9066. In case of a medical emergency please call 999. The surgery's phones are open between 8am and 6.30pm Monday through to Friday and appointments can be made during these times. Please note that we do not open during UK bank holidays. The practice is open for appointments 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 <a href="http://www.surreydockshc.co.uk">www.surreydockshc.co.uk</a>. Please note there is no facility to leave a message on this machine. Thank you for calling.</p>	<p>5/5 criteria met.</p> <p>Have not used HWS recommended template, therefore there are variations in how services are explained / they are not fully explained.</p> <p>Last year: 4/5 criteria met.</p>
<p><b>Artesian Health Centre &amp; Decima Street Surgery (part of Nexus Health Group)</b></p> <p>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.</p>	<p>3/5 criteria met.</p> <ul style="list-style-type: none"> <li>➤ Does not mention 111.</li> <li>➤ Does not mention SELDOC by name or give full explanation.</li> </ul> <p>Same message as last year (from the Bermondsey and Lansdowne Medical Mission).</p>
<p><b>The Gardens Surgery</b></p> <p>Thank you for calling the Gardens Surgery. We are now closed. Our opening and closing times are Monday 8am to 8pm, phone lines close at 7:30pm. Thursday 8am to 7pm. Tuesday, Wednesday and Friday 8am to 6:30pm. If you feel you cannot wait for the surgery to reopen you can call SELDOC free on 0208 693 9066. This is a service which can provide telephone consultations, appointments and home visits when the surgery is closed. If you need medical advice, please call the free NHS 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, please call the surgery when we are open.</p>	<p>5/5 criteria met.</p> <p>Have used HWS recommended template.</p> <p>Last year: 4/5 criteria.</p>
<p><b>The Lordship Lane Surgery</b></p> <p>You are through to the Lordship Lane Surgery in South East 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.</p>	<p>1/5 criteria met.</p> <ul style="list-style-type: none"> <li>➤ Does not state opening and closing times.</li> <li>➤ Does not explain 111 service.</li> <li>➤ Does not mention SELDOC by name and gives the wrong telephone number.</li> </ul>



	<p>➤ Does not mention 999.</p> <p>Same message as last year.</p>
<p><b>306 Medical Centre</b></p> <p>This is 306 Medical Centre. The centre is now closed. Our phones are answered between 8am to 6.30 pm Monday to Friday. You have a choice; if you require medical advice please call the free 111 service by dialling 111. For more information, you can visit online at <a href="http://www.nhs.co.uk">www.nhs.co.uk</a>. If your call is urgent and the matter cannot wait until normal surgery hours, please call SELDOC on 0208 693 9066. I repeat 0208 693 9066. In the event of there being a serious medical or life threatening emergency you should dial 999 or go to the nearest A&amp;E department. If you are not sure what to do please call 111 for the free 111 service for advice. To book an appointment at the surgery either call back when we are open or use our online service at <a href="http://www.306medicalcentre.nhs.uk">www.306medicalcentre.nhs.uk</a>. Our reception opening times are Monday to Friday 8am to 6:30 pm except on Mondays and Tuesdays when we close at 7pm. Our phones are answered from 8am to 6.30pm Monday to Friday. This machine does not record any messages. Any messages left on this machine will not be received. Thank you.</p>	<p>5/5 criteria met.</p> <p>Have not used HWS recommended template, therefore there are variations in how services are explained / they are not fully explained.</p> <p>Last year: 4/5 criteria.</p>
<p><b>The Trafalgar Surgery</b></p> <p>The surgery is closed. Our opening hours are 8am to 6:30pm Monday to Friday and we have extended opening hours on Wednesday evenings. For medical advice when we are closed please visit <a href="http://www.nhs.uk">www.nhs.uk</a>. Alternatively, if you wish to talk to a doctor urgently please telephone SELDOC on 020 8693 9066. This machine does not take messages.</p>	<p>2/5 criteria met.</p> <p>➤ Does not mention 111.</p> <p>➤ Does not explain SELDOC fully.</p> <p>➤ Does not mention 999.</p> <p>Same message as last year.</p>
<p><b>Villa Street Medical Centre</b></p> <p>Hello. You have reached Villa Street Medical Centre. We are now closed. Our opening hours are Monday - Friday 8am to 6:30pm, with late opening on Tuesdays until 8pm. If you need to speak to a local doctor about an urgent medical issue when we are closed, please call our free out of hours' service on 0208 693 9066. A doctor will give you advice and may decide to arrange an urgent appointment for you while the surgery is closed. If you need less urgent medical advice, please call the free 111 service. If your issue is potentially life threatening call 999 or go to your nearest A&amp;E. If you have registered with us for online access you can book or cancel appointments, view test results and order repeat prescriptions over the internet. Alternatively, please call back when we are open or to cancel an appointment please leave a message on 0207 358 4888 and this will free up that appointment for another patient to use. Thank you.</p>	<p>4/5 criteria met.</p> <p>➤ Does not mention SELDOC by name.</p> <p>Have used HWS recommended template - apart from mentioning SELDOC.</p> <p>Last year: Met 2/5 criteria.</p>