

Enter & View: Sandy Lane and St Peter's

Joint visit with CQC Inspection



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¹ [The NHS Bodies and Local Authorities \(Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch\) Regulations 2012](#)

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Executive Summary

The Care Quality Commission (CQC) undertook an inspection of Sandy Lane Surgery, 77 Sandy Ln, Mansfield, NG18 2LT, and St Peter's Practice, Chaucer House, Mansfield, NG18 1EE. The CQC invited Healthwatch Nottingham & Nottinghamshire (HWNN) to support this inspection with the specific aim of speaking to patients as a part of this process.

HWNN developed a short survey to be delivered face-to-face at the two practices shortly after the CQC inspection, and we visited on 2nd December 2025. Four members of the HWNN team were involved in the visit, split across both sites in the main waiting rooms.

We spoke to a total of 32 people over the course of 5 hours across the 2 sites, 20 of whom were at Sandy Lane and 12 at St Peter's.

Broadly speaking, the findings were that people were **happy with the care offered by the practice**, and with communication from the staff. The only issues found were around **difficulty in making appointments**, regarding with the method of booking appointments, the number of appointments available, and inability to book in advance.

Based on the feedback received on the day, HWNN makes the following recommendations to improve the quality of care given, with more clarification around these available at the end of this report:

Recommendation 1: Improve management of the phone booking system to reduce need for in-person booking at Sandy Lane Surgery.

Recommendation 2: Improved accessibility and availability of online systems for all aspects of patient care.

Recommendation 3: Offer routine appointment bookings in advance.

Overall, HWNN recognises that Sandy Lane Surgery and St Peter's Medical Practice both offer a good service despite the pressures of high patient demand. They are both maintaining positive staff-patient relationships, and the only difficulties noted were around the method of securing appointments (particularly at Sandy Lane), along with struggles with advance booking at both sites.

Introduction

A central mission for Healthwatch Nottingham & Nottinghamshire (HWNN) is to ensure people's experiences of Health and Care services are used to improve services. This principle of using the patient's voice to offer insights into service quality was used when HWNN was invited to support a Care Quality Commission (CQC) inspection of the Sandy Lane and St Peter's General Practices in December 2025. This principle was achieved by speaking directly to GP practice patients about their experience of accessing the practice. This is important as improving access to GP services has been seen as critical in easing pressures on the wider NHS, among frequent news articles about patients attending A&E for minor ailments² because of an inability to access their local GP service.

The two practices HWNN visited operate under the same management but on separate centrally located sites in Mansfield, a small market town in Nottinghamshire.

Sandy Lane Surgery is situated in a housing estate accessible by bus and car, and is a 20 minute walk from the town centre. It is pictured below:



St Peter's Medical Practice is in the town centre, adjacent to a busy retail park and is a short distance from the train and bus station, and is pictured on the next page.

² [Huge rise in number of people in England's A&Es for coughs or hiccups | A&E | The Guardian](#)



This visit took place on 2nd December 2025, although preparations for the visit were made prior to the date. The practice manager welcomed the opportunity to have HWNN on site, following the CQC invitation, wanting to hear independent patient feedback. The staff at both sites had prior notice of our intention to create our own report, as well as supplementing the CQC report, and were expecting our presence on the day. Practice staff were also made aware of the norm of HWNN issuing its own independent report³. This visit was undertaken in line with HWNN exercising its statutory function of Enter & View statutory power³ to directly gather the experience of patients and their families.

This report will explore patients' experiences of care, broadly across 4 key areas: Overall Experience; Appointments; Communication, and; Relationships with staff.

Positive staff attitude was the most prominent factor amongst feedback from both sites, with patients reporting that:

"They [staff] are very respectful, they listen to me and make sure that they have time for me". (Sandy Lane)

"I'm always dealt with very nicely. Everyone is pleasant and very helpful. I feel safe with staff." (St Peter's)

³ Healthwatch have a power under the Local Government and Public Involvement in Health Act 2007 and Part 4 of the Local Authorities Regulations 2013 to carry out Enter and View visits

HWNN aims to provide actionable feedback for the practice, and will explore the issues highlighted by patients. During this visit we mainly heard issues around appointment insecurity and the impact this has on patients' personal lives:

“The system means I’m unable to properly notify my work in advance [...] it makes me look bad, saying to my boss I don't know when [...] and I cannot even guarantee to my work that it will be that day due to the limited availability of appointments.” (Sandy Lane)

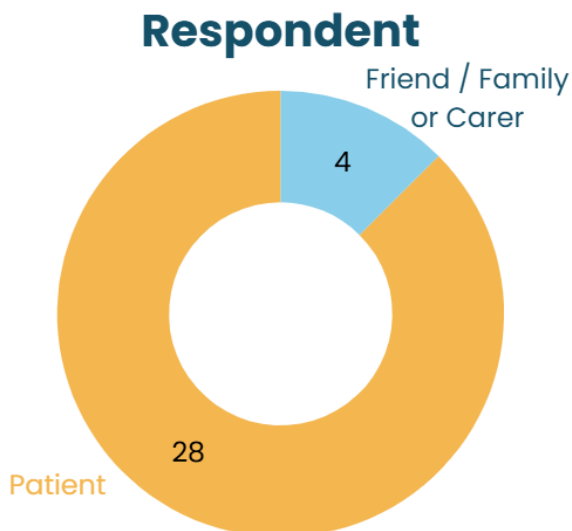
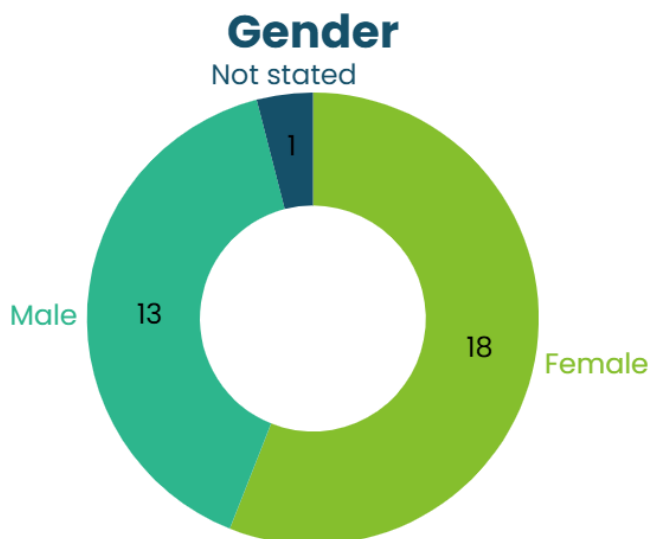
Our Approach

On the day, we had 2 teams of 2 people at each site, spending 4 hours at Sandy Lane (the busier of the sites), and 3 hours at St Peter’s. We placed ourselves in the waiting areas of both sites, speaking to patients as they arrived to ask if they would be willing to talk to us. We developed a short questionnaire to explore the views of patients on their experience of using the practice. Almost everyone who was happy to talk to us was able to complete the full survey in one conversation, negating the need for anyone to come back after their appointment.

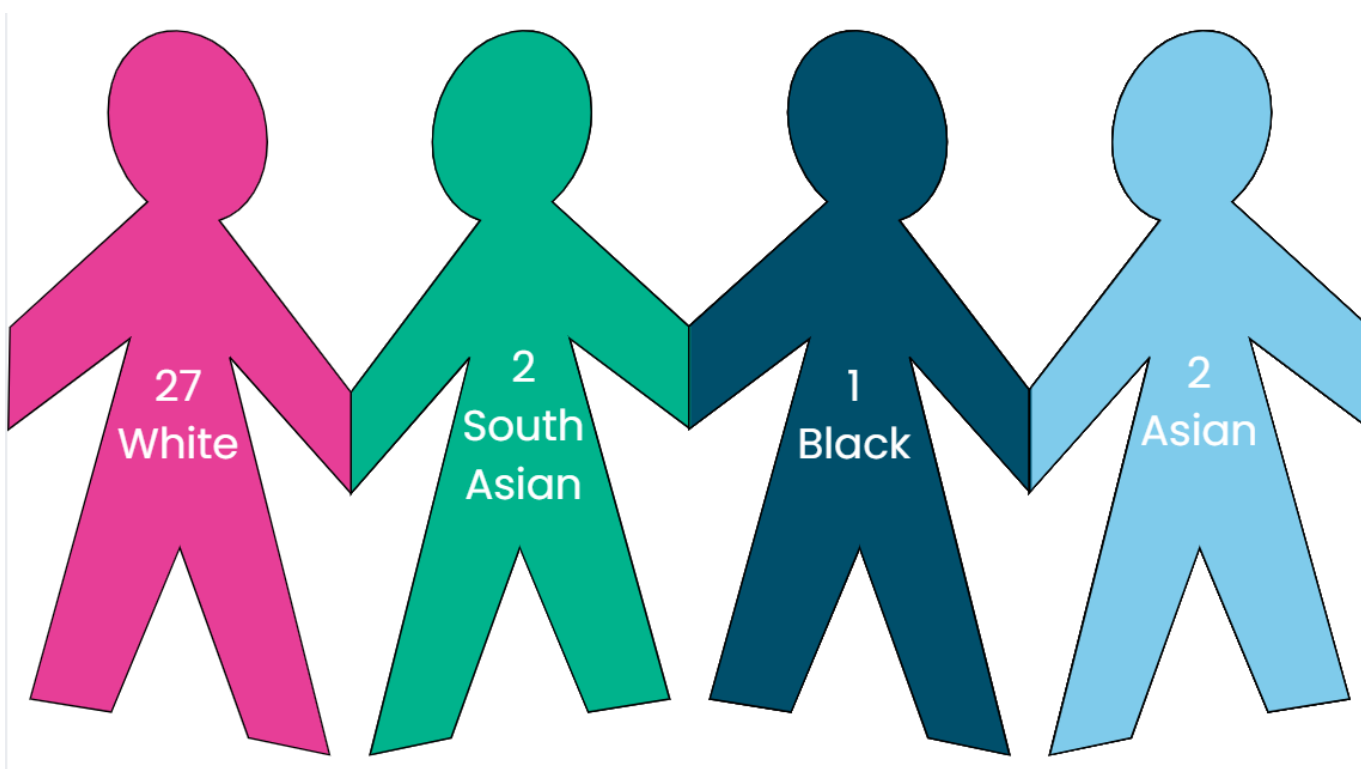
The survey and the raw data collected was shared with the CQC soon after the visit to complement their own inspection report on the practice. We use a thematic analysis approach with the data collected. This is where multiple staff read through the data from all the interviews, and identify codes for every piece of information given by patients; for example we used ‘Professional Staff’ to code when patients commented on staff fully meeting their expectations and behaving in a professional manner, or ‘Phone Waiting Times’ to code when patients cited specific challenges around telephony. We then categorised these codes under wider themes like ‘Staff Attitude’ or ‘Technology Issues’, and we use the most common themes mentioned by patients in the questionnaires for our report.

Demographics

Of the 32 people we spoke to across both sites, 18 were female, 13 were male, and 1 did not say. All identified with the gender assigned to them at birth. Of the 32, 28 were the patients themselves, while 4 were family members or carers.



27 of the patients we spoke to identified their ethnicity as reflected in the following graphic. This fairly accurately reflects ⁴, based on the most recent Census in 2021⁴.

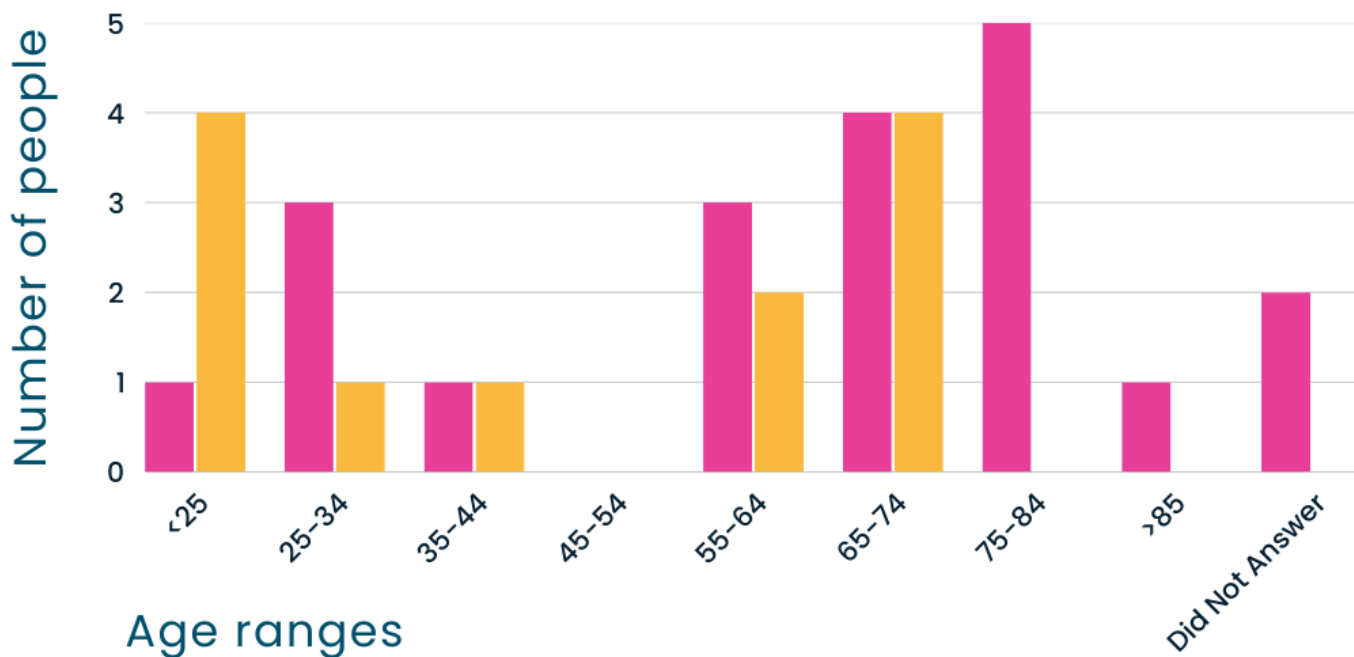


The chart below shows the age range of respondents on the day of our visit. Sandy Lane Surgery is situated in a housing estate, and had more patients from older age groups, likely close to their homes. Meanwhile, St Peter's Medical Practice is in the middle of Mansfield on a retail park, and had more younger patients, likely close to their work. The fact that we attended these GP Practices on a weekday within 9-5 working

⁴ [How life has changed in Mansfield: Census 2021](#)

hours, may have a bearing on the absence of the 45-54 cohort. .

Sandy Lane Surgery St Peter's Medical Practice



Summary of Findings

We asked patients to use a 5-star scale to rate their overall experience of using the service:



Our first question asked for an overall rating, from 1 star (Very Poor) to 5 stars (Very Good). We asked this question first to ensure that we captured patient sentiment in case they were called into their appointment before they could complete the full survey. This also served to gather initial impressions without influencing the content of responses with our topics of focus.

31 people gave star ratings for the two sites. The average rating given at Sandy Lane was 4.3, and the average rating for St Peter's was 4.5. These similar ratings both fall between Good and Very Good, suggesting that overall, the two sites are regarded as offering equally good service. We found the main themes of feedback for Overall Experience were around positive staff attitude and good experiences with staff, and the only area where patients expressed negative views were around appointment booking.

One of the key points about staff attitude was that the staff at both sites were perceived as professional by our survey respondents; staff were described as being efficient, obliging, good at their jobs, and doing what you would expect. Many patients recognise the pressure the NHS is under and still acknowledge and appreciate the professionalism and friendliness of the staff:

"What works well is the girls on reception - they are the backbone of this place and they do get some s**t." (Sandy Lane)

"Everyone is always very nice. Would be nice to get an appointment straight away but in this day and age it's not possible. Too many patients and not enough doctors." (St Peter's)

The main negative theme was around the experience of booking appointments, and a lack of appointment availability:

"Booking appointments is almost impossible." (Sandy Lane)

"If you can get an appointment, it's good." (St Peter's)

At **Sandy Lane**, 63.1% (n=12) of patients reported long waiting times and using the phone booking system:

"You spend far too long on the phone waiting and then all of them [appointments] are gone. I'm alright because I can come over and make one and I like the walk, but not in the rain." (Sandy Lane)

This also reflects a sentiment that came up throughout - that Sandy Lane patients feel the Surgery prioritise face-to-face bookings; "You have to come in person for any hope of getting in." (Sandy Lane)

Of the 12 respondents at **St Peter's**, only 33.3% (n=4) reported a negative booking experience, but these did report similar struggles that were due to difficulty securing an appointment, and a lack of ability to book in advance:

"Call on the same day and no slots when you get through and you can't book in advance." (St Peter's)

This question about the Overall Experience reflects a trend of patient feedback across our survey; patients at Sandy Lane reported a wider range of mixed sentiments and appointment struggles, whereas patients at St Peter's reported a generally more positive experience.

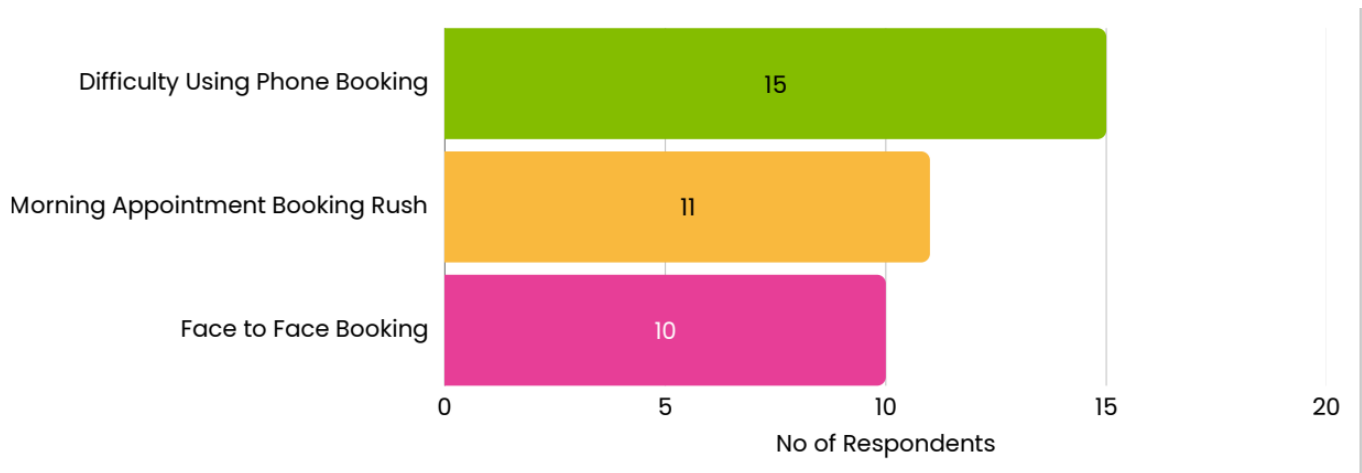
What is it like to make an appointment?

Our next question seeks to understand patients' experiences in making or bookings appointments with their practice, again rated from 1 star (Very Poor) to 5 stars (Very Good).

Access



At **Sandy Lane** there were 19 respondents to this question, 57.9% (n=11) of these patients rated the practice negatively as either 1, 2, or 3 stars (Very Poor, Poor or Ok).



Multiple themes were sometimes identified within a single response. **The main themes** from the feedback provided by the 19 respondents at Sandy Lane are shown in the chart below:

Patients reported that they find it difficult to get an appointment due to the phone booking system.

Patients expressed some degree of anxiety in that they feel they either will not get an answer at all because there isn't a member of staff on the other end, or they cannot trust the phone automated system to work as it should:

"There's a call back option which allows you to save your place in the queue without waiting on hold but it does not work. I never got one [call-back], it's a lie." (Sandy Lane).

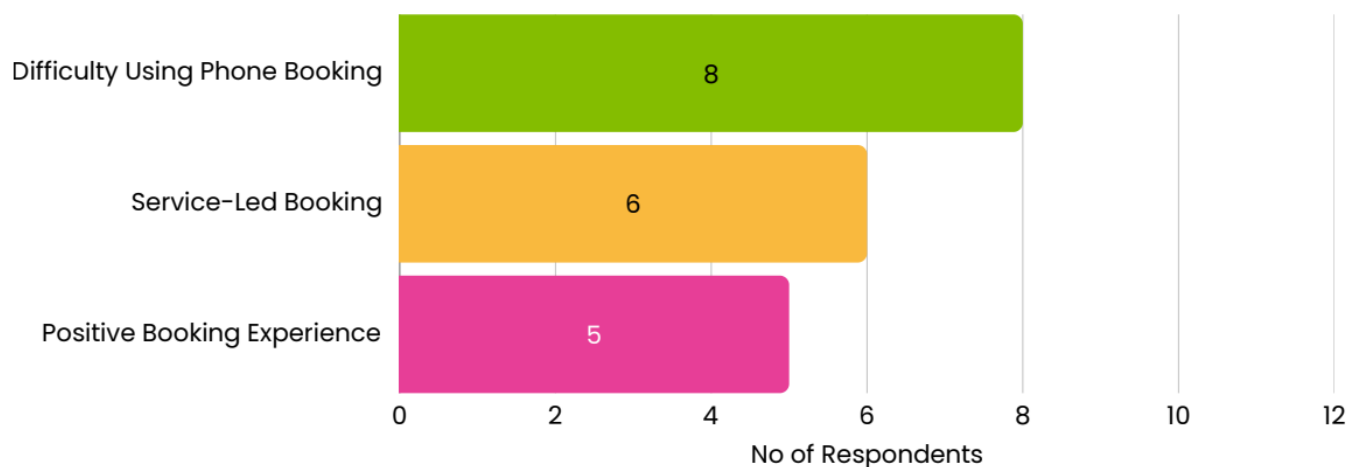
Since Sandy Lane patients aren't confident they will get any response over the phone, they feel that they must come into the Surgery in person to secure an appointment:

"I feel like they prioritise people here in person so i come, it's cold, it's not good if you're in work, and my young daughter is then spending way too much time here waiting and I worry she'll catch something." (Sandy Lane)

The current system seems to lead to uncertainty that has a negative impact on the health and personal lives of Sandy Lanes patients:

"Using this service makes me feel anxious and nauseous." (Sandy Lane)

The star rating feedback tilted more towards positive from the 12 respondents to this question at **St Peter's**, although 41.7% (n=5) rated the practice negatively as either 1, 2 or 3 stars (Very Poor, Poor or Ok).



As mentioned above, we again found individual responses contained multiple themes. The chart below shows the main themes identified from feedback provided by the 12 respondents at St Peter's:

8 patients at St Peter's mentioned difficulty using phone booking, either due to waiting times or personal preferences:

"You have to call on the same day and [there are] no slots when you get through, and you can't book in advance." (St Peter's)

"I don't like booking online - I'm that generation!" (St Peter's)

They do at least have a choice between phone booking and face-to-face booking, unlike at Sandy Lane where patients can only book in person. Different booking options suit different patients:

"I only ever used the phone / come in person to make an appointment as that is the only options the surgery allows." (Sandy Lane)

Among the highest ratings, patients at both sites mentioned that their appointment was easy to get as it was a 'Service-Led Booking'. This means it was

booked by a Medical Professional, rather than the patient making the appointment:

"I'm lucky since I've only been here under the midwife, she'd always book me in." (Sandy Lane)

"Recently it was very easy as the nurse did it – she's amazing. I don't like ringing and waiting." (St Peter's)

When patients made their own appointments, their feedback reflected difficulty in booking appointments in advance, especially with GPs:

"[Appointments] with the nurse I can get in advance but not with the GP – with them you have to queue first thing on the day." (St Peter's)

Or at a time other than the morning rush hour:

"[The GP is] open from 8.30am for appointments. Not able to make appointments later than that. The reception staff are under pressure; I booked in person." (St Peter's)

Among the 41.7% (n=5) of patients who specifically reported a positive booking experience, some of these were also due to the appointment being booked by the Service. Others were due to having no issue with wait times over the phone:

"I've never had any problems with waiting. Just seem to time it right and only have one or two in the queue." (St Peter's)

"I called today and waited 10 mins to get through which is good!" (St Peter's)

It's important to note what is working well, patients are generally having an easier time or better experience at St Peter's than at Sandy Lane based on higher Star Ratings. The ability to book by telephone without a long wait time greatly reduces stress and time-demands on the patient, and also reduces the need for booking in person if not essential. But this booking method is only available for on-the-day appointments at St Peter's, and not working successfully at all at Sandy Lane. Neither of the practices provide the integration and consistency needed for those dealing with multiple health issues.

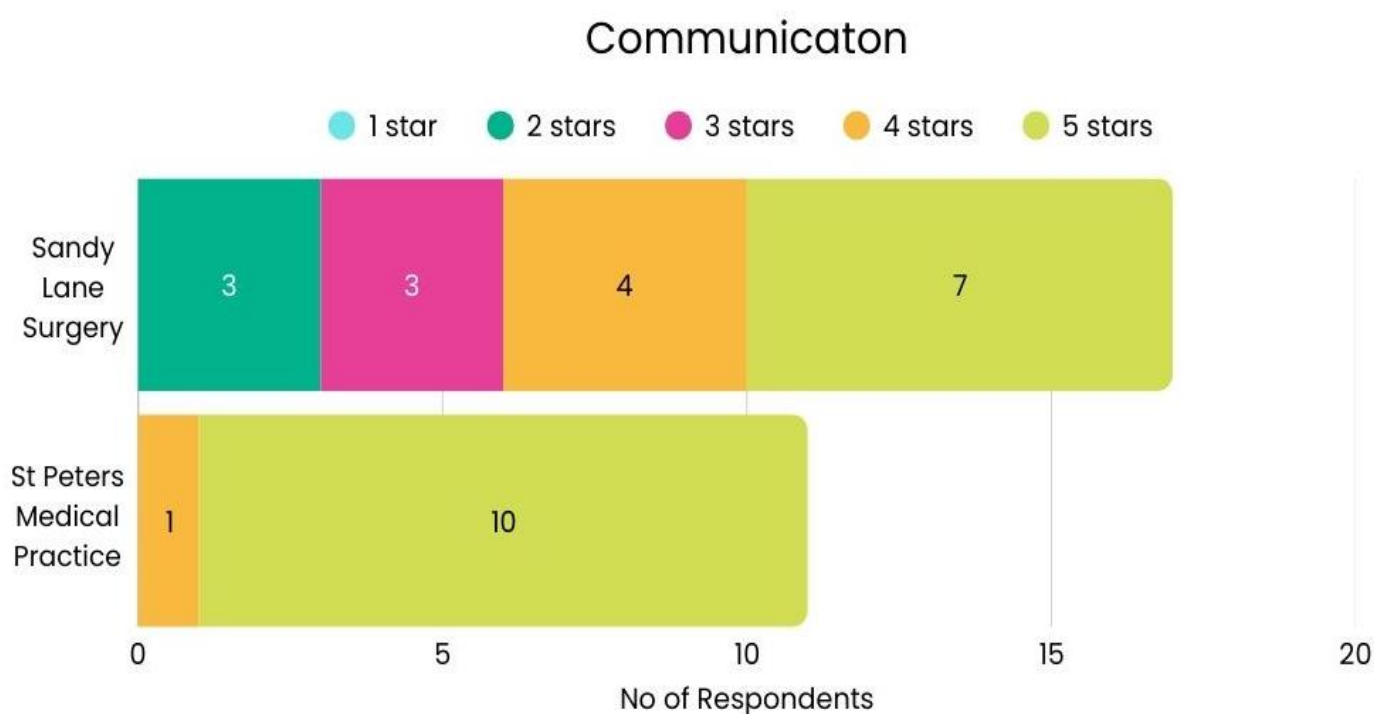
"Frustrating I can't make both appointments together. It would put my mind at rest being able to deal with all the issues at the same time." (St Peter's)

These two practices operate under the same management, and according to their shared NHS website patients can also book appointments using an online booking system called SYSTM-ONE. This was only mentioned by 6 Sandy Lane patients (and none at St Peter's), who all described "That the online system and NHS App do not work to book appointments" (Sandy Lane). A functional online booking system along with the ability to secure appointments in advance would help to relieve pressure on the Reception staff, mitigate the morning rush, and reassure patients at both sites.

Challenges accessing an appointment at Sandy Lane and St Peter's reflect a trend in General Practice, which HWNN has identified in its own recent report into

Access to General Practice⁵. General Practices are required to have a choice of online, in person, and phone booking options that are clear and understandable for patients⁶. In light of this feedback, the system at Sandy Lane limits the methods by which appointments can be booked by patients, meaning that the practice is not meeting the NHS guidelines on patient choice and appointment accessibility.

When you contact the surgery for things other than booking appointments (e.g test results, prescription enquiries etc), what has your experience been like in terms of how and when they respond?



We asked the patients what it was like to contact the surgery besides appointment booking, again rated from 1 star (Very Poor) to 5 stars (Very Good). The overwhelming themes from patient feedback to this question reflected staff professionalism and good communication; we define good communication as communication or contact in ways that leave the patient feeling understood and listened to.

64.7% (n=11) of Sandy Lane patients and 100% (n=11) of St Peter’s patients rated Communication positively as either 4 or 5 stars, feeling that they received contact in ways that suit them- *“The surgery are quick to respond to enquiries and requests and I like the fact that the surgery communicates with me via text.” (Sandy Lane)*. Patients felt that good communication included staff listening and

⁵ HWNN Access to General practice report July 2025

⁶ NHS GP Contract- [NHS England » Digital requirements guidance](#)

understanding, but also being friendly and remembering who the patient is-
"Staff are friendly and know me on sight. Bang on! I like the way information is sent to me. The staff understand what I am asking." (St Peter's)

More digitally able patients have a better healthcare experience: "I love the NHS app, it's brilliant. I work with computers and it's easy for me, i know it's not easy for some people and especially old people, it's nice for them to pick up the phone and they're not going to be able to learn." (Sandy Lane)

And being able to do administrative tasks remotely using digital services makes receiving care simpler and easier for patients:

"Very good experience. Emailing sick notes is no issues or by SMS. The App is easy, but I didn't know I could use it [to book]." (St Peter's)

Feedback from patients at St Peter's was consistently positive, with patients saying they "like the way information is sent to me and feel heard." (St. Peter's).

While 64.7% (n=11) at Sandy Lane agreed, the patients who disagreed raised significant points about the systems not being integrated in ways that support a positive experience of accessing healthcare.

Sandy Lane's 'Poor' and 'Ok' ratings are specifically about written communication being hindered by the different online systems not being integrated efficiently:

"Poor, and there are too many systems which makes communicating confusing." (Sandy Lane)

"I do not feel confident that there is a proper record of my phone calls." (Sandy Lane)

One patient commented that "It's all so inefficient...they don't get it... no one cares." (Sandy Lane) while another explained struggles to book a medication review "for nearly a year and I have been unsuccessful due to lack of appointments and last minute cancellations on the part of the surgery. However, the surgery allows me to still order the same prescription as long as it is ordered in person at the surgery." (Sandy Lane)

Again this would suggest that Sandy Lane is not able to operate a functioning and integrated online system for patients in the same way as St Peter's. This means that patients need to travel into the Surgery to deal with any issue.

How do you feel the Staff treat you?



The results for both Medical and Non-Medical Staff at both sites were tilted toward 'Very Good'. 17 patients gave a star rating for both staff types at Sandy Lane, 12 patients gave a star rating for both staff types at St Peter's except 1 patient who missed rating Non-Medical staff. Some patients provided a few comments in response to this question but did not rate out of 5 stars. Importantly, no one at either site rated their treatment by any Staff as 'Very Poor' or 'Poor', whilst patients at both practices reported positive aspects about staff treatment, stating that *"They're top notch."* (Sandy Lane) and *"Everyone is pleasant and very helpful."* (St Peter's)

While the overall sentiment of feedback was very positive, the negative comments for both sites both reflected a **lack of consistency in staff attitude**.

The lowest ratings at Sandy Lane were 'Ok', representing 11.8% (n=2). This is not a largely felt issue, but it is worth picking up on as patients are often willing to accept the state of care in the NHS⁷, because they are aware that workload is the main cause of inconsistent staff attitude and longer waiting times.

One patient highlighted this sentiment; *"The medical staff are very helpful but overwhelmed with lots to do."* (Sandy Lane) However, another gave some more critical feedback *"They [non-medical staff] need to be more efficient. [...] Reception are at times incompetent and have a lack of care, they don't care."*

⁷ [What do patients and clinicians think about continuity in general practice in England? a qualitative study | British Journal of General Practice](#)

This lack of consistency in attitude can have a negative impact on patients' perception of the practice.

While patients at St Peter's gave overall higher star ratings, 41.7% (n=5) of them still commented on an inconsistent or inefficient staff attitude. One patient said: "The care from staff is inconsistent." (St Peter's) while another said it's "just the odd one who doesn't listen." (St Peter's) Given that there were fewer respondents at St Peter's, and more of those had picked up on this issue, the implication is that the difference is more noticeable at St Peter's than at Sandy Lane.

While it seems to be more of a struggle to get an appointment at Sandy Lane, the staff are "usually lovely, sometimes stressed though, depends on the day." (Sandy Lane) and staff are either more consistent in their treatment, or the patients are more accepting of their stress, and even when rating the treatment as just 3 stars 'Ok' they did not have specific examples of negative attitude to offer, just an overall feeling.

St Peter's (pictured left above) is the smaller of the two practices, with a smaller waiting area, and with no TV (like at Sandy Lane, pictured right above).



One of the conversational prompts in our survey asked patients if they felt safe and respected. Only 2 people (both St Peter's patients) across both practices commented on a lack of privacy; "There is no music in the waiting room so you hear everything. It would be a good addition for that reason, but it also relaxes you and distracts you from other conversations." (St Peter's) Although this is not a requirement for GP Surgeries, if playing low background music enhances patient privacy, especially for a smaller waiting area, then it will be a simple fix. Since another patient mentioned that "I noticed manager or someone speaking to the staff poorly and felt it wasn't appropriate to be talking like that in front of patients but it could have been an off day." (St Peter's). This patient sentiment

supports background music for both patient privacy, and to prevent patients overhearing staff conversations that may contribute to the feeling of negative staff attitude.

Since limited appointment availability is an issue throughout the NHS, and often removes the aspect of choice for patients to speak to the same Dr throughout their life, it's particularly important then to acknowledge the strengths of both Sandy Lane and St Peter's in this regard:

"It's good when you've been here so long, you don't have to tell your whole story, he remembers you all the time!" (Sandy Lane)

"I get to see the GP of my choice." (St Peter's)

Patients feel having a relationship with their GP represents good care, and it is important for the patient to "not feel rushed in appointments [or] like you have to get everything across to them in 2 mins" (St Peter's). This also reflects well on the organisation and planning from the Practices: while the patients may find it challenging to get appointments, they have a generally positive experience once they do. Across the Primary Care system, integration in administration and booking processes benefit both staff and patients, relieving day to day pressure and allowing staff-patient relationships to feel consistent.

Conclusion

The challenges faced by the Sandy Lane Surgery and St Peter's Medical Practice echo the challenges seen by many GP Practices across the City and County: a struggle to provide sufficient appointments accessible by different routes, to equitably and conveniently meet the needs of their patient population⁸.

Overall, the strengths across both practices are evident in high star ratings, with generally very positive reviews on staff and communications from them. Patients often praised **staff and were very positive about staff attitude**. Many patients described staff as **professional, kind, and hardworking**, and patients understood and appreciated the pressure the NHS is under.

The biggest concern raised by patients was about **getting an appointment**. This was more prevalent at **Sandy Lane**, where people described long waits on the phone, unreturned call backs, and feeling they had to come in, in person to have any real chance of getting seen. Some patients said this uncertainty affects their wellbeing, work and personal lives, making them feel stressed or anxious. At **St Peter's**, patients generally have an easier time in securing appointments. However, patients at both practices are facing real difficulties in booking appointments in advance. The current model of expecting patients to only call early in the morning, is putting pressure on the staff and causing uncertainty for patients.

When patients contact the surgery for other reasons, like test results or prescriptions, feedback was mostly positive at both sites. Patients liked getting updates by text and said staff often listened to them and explained things well. However, some Sandy Lane patients described confusion from online systems and expressed worries about recordkeeping of contacts, suggesting that the current systems do not always join up in a clear way. Where the NHS App can be used, for repeat prescriptions and sick notes, it was brought up by patients as a bonus to their care. Whilst it is expected that the NHS App would be a fundamental part of integrated care, it appears to not be fully utilized. Equally, patient feedback from this visit highlights challenges about SYSTM-One online booking platform not functioning adequately for patients to book appointments.

Notwithstanding difficulties in booking appointments, most patients said they felt treated well by both medical and non-medical staff, with no one rating staff treatment as Poor or Very Poor. A small number of patients mentioned **inconsistent staff attitude**, particularly at St Peter's. However, both sites have a strong cohort of **caring**,

⁸ See also HWNN Report on GP Access, July 2025

professional staff and many patients value the relationships they have with their GP. The main improvement needed is **simple and equitable access to appointments**, especially at Sandy Lane. Clearer, more reliable booking options, better joined-up systems, and the ability for patients to book appointments both on the day and in advance to reduce stress for patients and pressure for staff. This would help more patients to get the right care at the right time, in a way that suits their needs and feels consistent.

While there are areas for improvement as outlined in the recommendations below, it is very important to recognise and acknowledge the great work being done to gain such positive feedback from patients. Where negative experiences are expressed by patients, this can largely be attributed to structural issues rather than interpersonal ones, and many patients are showing acceptance and tolerance towards inconsistencies because they understand the general pressure and constraints that the NHS is under.

Recommendations

Based on the feedback received from patients on the day, HWNN makes the following recommendations:

Recommendation 1:

Improve management of the phone booking system to reduce need for in-person booking at Sandy Lane Surgery

Many patients commented on needing to come in person to secure an appointment, and the impact this has had on their lives. The more patients that come in person to book appointments, the harder it is to manage the phone lines and give equal priority to callers. This was not the case at St Peter's, where patients have more faith and trust in the phone booking system, and since the two practices are run by the same management, there should be equality across sites and between booking methods.

Recommendation 2:

Improved accessibility and availability of online systems for all aspects of patient care

Patients reported they are not able to use the online system (SYSTEM-One) or NHS App to book appointments. Some patients are having success using online services for administrative tasks such as ordering repeat prescriptions. The NHS recommends online booking options to relieve pressure and free up the phone lines for those who are digitally excluded and need it most. This would also mitigate pressure on Reception staff and alleviate some of these difficulties for patients.

Recommendation 3:

Offer routine appointment bookings in advance

Patients across both sites struggle to get an appointment in advance, having to telephone or go in on the day to ask, with no certainty of getting an appointment. Several patients at both surgeries also commented on the challenges of getting a routine appointment as a follow up to an earlier appointment. The ability to offer a number of bookable slots several weeks in advance would help to relieve pressure on Reception staff, mitigate the morning rush, whilst offering reassurance to patients at both sites.

Response from the Provider

We are currently recruiting for two receptionists at Sandy Lane Surgery and one for St Peters. This will help as we will have more staff on the telephone whilst patients are also coming in the surgery to book appointments during the day.

We have spoken to our telephone provider who are working with us to try and improve the call back service. With our current phone system, staff at both practices can answer the phone for both surgeries. If one surgery is receiving a higher number of phone calls, reception staff at the other practice can answer the phone to help alleviate the volume of calls.

We have also purchased a self-check-in screen for patients. This has already reduced the queue in reception.

Our patient group are currently working on creating a poster which will advise patients how they can access online systems either by using our website www.sandylane-surgery.co.uk or using SystemOnline or the NHS app. We have the digital support hub who come to the surgery every year to help patients access online services and how to use the NHS app.

Pre-bookable appointments are available to book via SystemOnline. Routine appointments are available if the patient requests it. We do offer a triage system in which the receptionist will ask the patient which clinician is best suited for their needs. Patients are able to book and cancel appointments, order repeat prescriptions and update their details via our website by completing an online form.

St Peters is our branch surgery and so we currently have two locums who work at the practice. Due to this we only offer on the day appointments for these clinics. We are currently working to amend their rota so we can offer online appointments. Patients can also pre book appointments if needed.

References

The NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012, UK 2012

Local Government and Public Involvement in Health Act 2007 and *Part 4 of the Local Authorities Regulations 2013*: Healthwatch power to carry out Enter and View visits

HWNN *GP Access Desktop Study* report July 2025

NHS GP Contract [NHS England » Digital requirements guidance](#)

British Journal of General Practice [What do patients and clinicians think about continuity in general practice in England? a qualitative study | British Journal of General Practice](#)

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