

GP access in Wales, 2014

This Annual Statistical First Release provides information on GP opening hours and appointment times of GP practices for each of the seven Health Boards in Wales, as at the end of November 2014.

The Welsh Government began collecting management data on GP opening hours and GP appointment times in 2010 and 2012 respectively. The data is collected for every GP practice (main surgery) in Wales. This release presents results for 2014 data at the Health Board and national level and makes comparisons to previously published 2013 and 2012 data in some tables and charts.

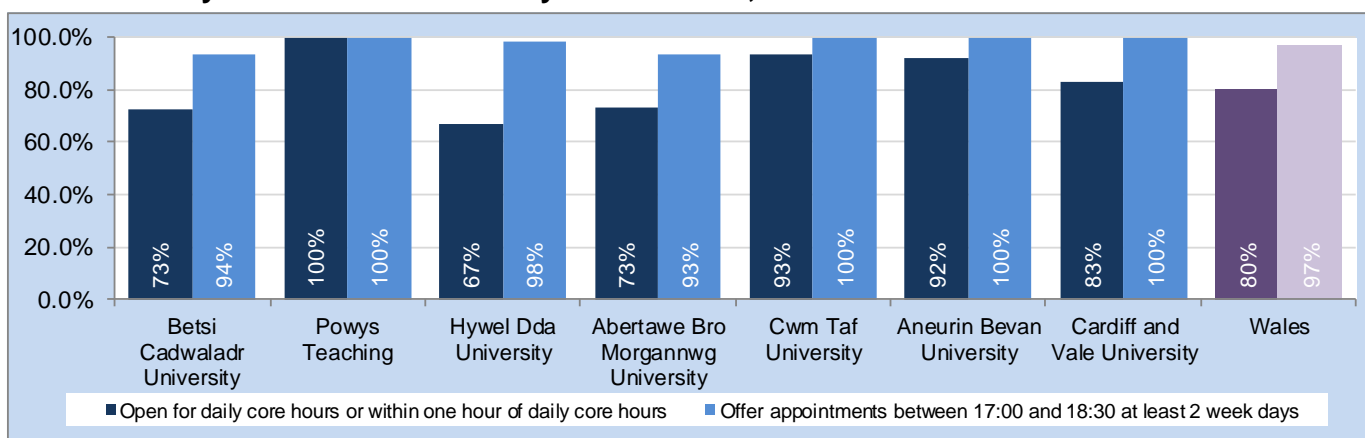
The main purpose of this release is to give an overview of practice opening hours and appointment times, enhancing the evidence base in relation to access to GPs, a key commitment within the Welsh Government's [Programme for Government](#). It presents information which will aid further policy development, as well as enabling monitoring of access to GP practices at the Health Board and national level.

Additional analyses by half hour periods are also included in the release to provide more detail of evening appointments offered between 17:00 and 18:30. Key statistics for each practice in Wales are also published in a spreadsheet [Annex](#).

Key Results: (Also see the [Summary](#) section.)

- In 2014, 80 per cent (369 practices) of GP practices were open for daily core hours, (08:00 to 18:30) or within one hour of the daily core hours, Monday to Friday. This is an increase from 76 per cent (356 practices) in 2013. ([Chart 1](#), [Table 2](#))
- In 2014, 97 per cent (446 practices) of practices offered appointments at any time between 17:00 and 18:30 at least 2 week days, a slight increase from 95 per cent (445 practices) in 2013. ([Chart 1](#), [Table 5](#))

Chart 1: Key GP Access statistics by Health Board, 2014



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Contents

Introduction	6
Opening Hours.....	7
Daily Opening Hours	8
Weekly Opening Hours.....	10
Appointment Times	13
Appointments Offered Before 08:30	14
Appointments Offered At Any Time Between 17:00 and 18:30	15
Appointments Offered During the Whole Half Hour Between 17:00 and 17:30	16
Appointments Offered During the Whole Half Hour Between 17:30 and 18:00	17
Appointments Offered During the Whole Half Hour Between 18:00 and 18:30	18
Extended Opening Hours.....	19
Weekend Appointments.....	20
Key Quality Information.....	21
Appendix.....	23

Tables and Charts

Chart 1: Key GP Access statistics by Health Board, 2014.....	1
Table 1: Number of GP Practices, by Health Board and Year	6
Chart 2: Percentage of practices open within one hour of daily core hours, by Health Board	8
Table 2: Daily opening hours, by Health Board	9
Chart 3: Percentage of practices open for 95 per cent or more of weekly total hours, by Health Board.....	10
Chart 4: Percentage of practices open for less than 80 per cent of weekly total hours, by Health Board.....	11
Chart 5: Percentage of practices opened for daily core hours, or within one hour of daily core hours, with one half day closure a week	12
Table 3: Percentage of GP practices with one half day closure a week, by daily opening hours	12
Chart 6: Percentage of practices offering appointments before 08:30 at least two week mornings, by Health Board.....	14
Table 4: Percentage of practices offering appointments before 08:30, by number of week days and Health Board.....	14
Chart 7: Percentage of practices offering appointments at any time between 17:00 and 18:30 at least two week days, by Health Board.....	15
Table 5: Percentage of practices offering appointments at any time between 17:00 and 18:30, by number of week days and Health Board	15
Chart 8: Percentage of practices offering appointments during the whole half hour between 17:00 and 17:30 at least two week days, by Health Board	16
Table 6: Percentage of practices offering appointments during the whole half hour between 17:00 and 17:30, by number of week days and Health Board	16
Chart 9: Percentage of practices offering appointments during the whole half hour between 17:30 and 18:00 at least two week days, by Health Board	17
Table 7: Percentage of practices offering appointments during the whole half hour between 17:30 and 18:00, by number of week days and Health Board.....	17
Chart 10: Percentage of practices offering appointments during the whole half hour between 18:00 and 18:30 at least two week days, by Health Board	18
Table 8: Percentage of practices offering appointments during the whole half hour between 18:00 and 18:30, by number of week days and Health Board	18
Chart 11: Percentage of practices open for Extended Hours at least one week day, by Health Board	19
Table 9: Percentage of practices with extended opening hours and offering appointments after 18:30 at least one week day	20

Appendices

Appendix Table 1: Number and percentages of practices open for core hours, by Health Board	23
Appendix Table 2: Percentage of practices open for different percentage intervals of weekly total hours, by Health Board	24
Appendix Table 3: Percentage of GP practices with one half day closure a week, by daily opening hours and Health Board	25
Appendix Table 4: Number and percentages of practices offering appointments before 08:30, by number of week days and Health Board	26
Appendix Table 5: Number and percentages of practices offering appointments at any time between 17:00 and 18:30, by number of week days and Health Board	27
Appendix Table 6: Number and percentages of practices offering appointments during the whole half hour between 17:00 and 17:30, by number of week days and Health Board	28
Appendix Table 8: Number and percentages of practices offering appointments during the whole half hour between 18:00 and 18:30, by number of week days and Health Board	30
Appendix Table 9: Number and percentages of practices offering appointments between 17:00 and 17:30, 2 or more days per week, by Health Board	31
Appendix Table 10: Number and percentages of practices offering appointments between 17:30 and 18:00, 2 or more days per week, by Health Board	32
Appendix Table 12: Number and percentages of practices offering appointments after 18:30, by number of week days and Health Board	34
Programme for Government Indicators	34

Summary:

Opening Times

- In 2014, 44 per cent (203 practices) of GP practices were open all day for daily core hours, (08:00 to 18:30, Monday to Friday), a slight increase from 43 per cent (199 practices) in 2013. ([Table 2](#))
- In 2014, 80 per cent (369 practices) of GP practices were open for daily core hours or within one hour of the daily core hours, Monday to Friday. This is an increase from 76 per cent (356 practices) in 2013. ([Chart 1, Table 2](#))
- In 2014, 66 per cent (304 practices) of practices were open for 95 per cent (49 hours and 53 minutes) or more of the weekly total hours (52 hours and 30 minutes a week). This was an increase of 5 percentage points compared with 2013. ([Chart 3](#))
- In 2014, 6 per cent (27 practices) of practices were closed for half a day on one or more week days, the same percentage as in 2013. ([Table 3](#))

Appointment Times

- Between 2013 and 2014 the percentage of practices offering appointments before 08:30 at least two week days increased from 12 per cent (57 practices) in 2013 to 14 per cent (66 practices) in 2014 across Wales. ([Table 4](#))
- In 2014, 97 per cent (446 practices) of practices offered appointments at any time between 17:00 and 18:30 at least 2 week days, a slight increase from 95 per cent (445 practices) in 2013. ([Table 5](#))
- Looking at appointments offered during the whole of each half hour period between 17:00 and 18:30 in 2014, 91 per cent (418 practices) of practices offered appointments for the whole period between 17:00 and 17:30 on at least 2 weeks days, 63 per cent (289 practices) of practices between 17:30 and 18:00 and 16 per cent (75 practices) of practices between 18:00 and 18:30.
- 7 per cent of practices offered appointments after 18:30 on at least one week day in 2014, a decrease from 11 per cent in 2013. ([Table 9](#))

Introduction

The purpose of this release is to look into the opening hours and appointment times of GP practice main surgeries across Wales. Due to variations in the way services are provided, this release does not include any data relating to branch surgeries. Throughout this report, 'a practice' refers to a GP practice main surgery.

Data was collected from Health Boards for every GP practice in Wales, with 459 practices in 2014, as shown in Table 1.

Table 1: Number of GP Practices, by Health Board and Year

Local Health Board	Number of Practices		
	2012	2013	2014
Betsi Cadwaladr University	119	115	114
Powys	17	17	17
Hywel Dda University	55	56	54
Abertawe Bro Morgannwg University	77	76	75
Cwm Taf University	48	48	46
Aneurin Bevan University	90	87	87
Cardiff and Vale University	67	67	66
Wales	473	466	459

The [General Medical Services contract](#) is the UK-wide contract between general practices and primary care organisations for delivering primary care services to local communities. Under the General Medical Services contract, GP practice core hours are Monday to Friday between 08:00 and 18:30, except Good Friday, Christmas Day and Bank Holidays. GP practices are responsible for providing essential and additional services within core hours at times which are appropriate to meet the reasonable needs of its patients.

This is management information and the data was reported and verified by Health Boards. It should be noted that the data presented is historic data and may not reflect the current opening hours or appointment times of GP practices. There remain significant differences in the way GPs organise their practices in relation to opening hours and appointment times and hence users should be cautious when interpreting the results. See the [Key Quality Information](#) section for more information.

Opening Hours

“Opening times” are defined to be the times when the main surgery doors are physically open and a patient can have face to face contact with a receptionist. The Health Boards were asked to provide the following information about their practices:

- the times the practice physically opens and closes every day;
- the times of lunchtime opening and closing;
- details of any half day closures;
- details of extended hours Direct Enhanced Services (DES) – any extra hours commissioned.

There are a number of GP practices which provide a telephone service prior to the doors being open. However, this release looks only at the time which the GP practice opens their doors to the public and a patient can have face to face contact with a receptionist.

The methodology used to aggregate the GP opening hours was the same one used in the first [GP Access](#) release published in February 2013 and in the [GP Opening Hours in Wales](#) article which published 2010 and 2011 data.

This release includes data for 2014, comparing it to 2013. 2012 data is provided in [Appendix Tables 1-3](#).

Daily Opening Hours

For this section of the release, GP practices have been assigned to one of three categories according to their daily opening hours:

- **Opened for daily core hours:**
 - Practices which were open Monday to Friday from 08:00 to 18:30 each day, with no lunch time closure (as set under the General Medical Services contract).
- **Opened within one hour of daily core hours:**
 - Practices which were open Monday to Friday from 08:00 to 18:30 each day, but closed for one hour or less for lunch on one or more days.
 - Practices which opened between 08:00 to 08:30 and closed between 18:00 to 18:30 with no lunch time closure.
- **Other practices:** This covers any GP practice which did not open between 08:00 to 08:30 and closed between 18:00 to 18:30, and were not open within one hour of daily core hours. This includes:
 - Practices which opened after 08:30 on one or more days a week;
 - Practices which closed before 18:00 on one or more days a week;
 - Practices which had one or more half day closures a week; and
 - Practices which closed for longer than 1 hour between the hours of 08:30 and 18:00 on one or more days a week.

A detailed table showing the number and percentage of practices open for daily core hours by number of days per week is available in [Appendix Table 1](#), which also includes data for 2012.

Chart 2: Percentage of practices open within one hour of daily core hours, by Health Board

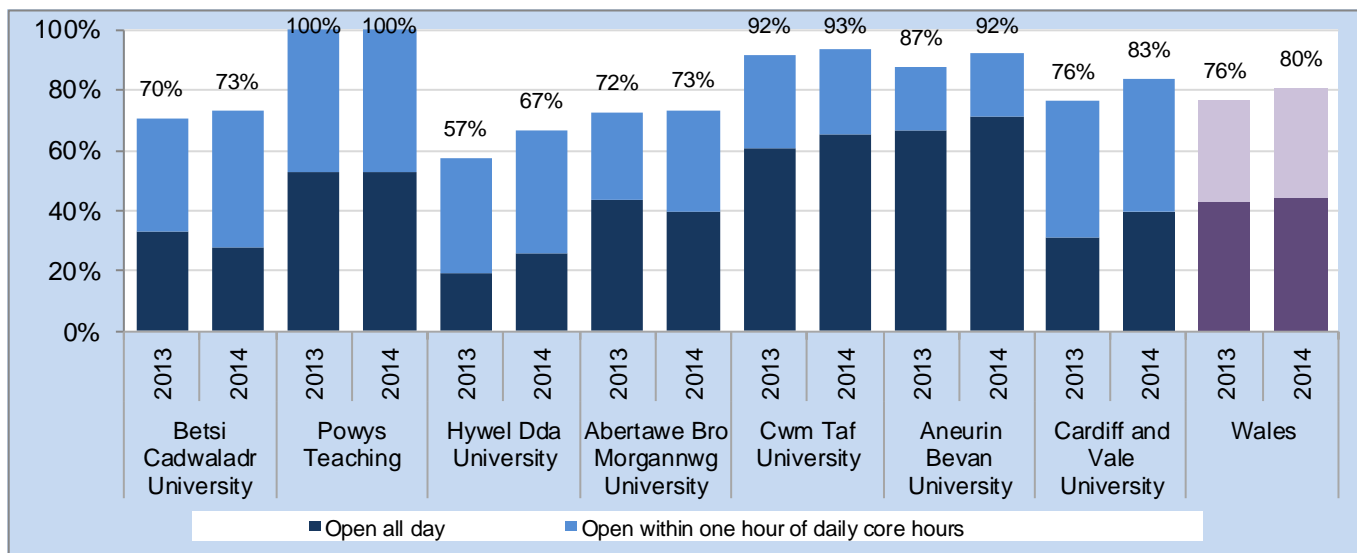


Table 2: Daily opening hours, by Health Board ⁽¹⁾*Percentage*

Local Health Board	Open within one hour of daily core hours											
	Open all day (daily core hours)			Open within one hour of daily core hours						Other practices ⁽²⁾		
	2012	2013	2014	Closed for one hour or less for lunch			No lunch closures			2012	2013	2014
Betsi Cadwaladr University	15	33	28	3	1	2	28	37	43	55	30	27
Powys Teaching	35	53	53	0	0	0	65	47	47	0	0	0
Hywel Dda University	16	20	26	5	2	4	27	36	37	51	43	33
Abertawe Bro Morgannwg University	42	43	40	1	4	5	27	25	28	30	28	27
Cwm Taf University	60	60	65	0	0	0	31	31	28	8	8	7
Aneurin Bevan University	46	67	71	1	1	1	38	20	20	16	13	8
Cardiff and Vale University	45	31	39	7	15	6	25	30	38	22	24	17
Wales	35	43	44	3	3	3	31	30	33	32	24	20

(1) Totals may not sum exactly due to rounding.

(2) This category may include a small number of practices which open between 08:30 and 09:00 and are open for 9.5 hours. This is also the case for any practice that closed between 17:30 and 18:00, but was open for 9.5 hours.

Key Results from Chart 2 and Table 2 (Daily Opening Hours):

- In 2014, 44 per cent (203 practices) of GP practices in Wales were open all day for daily core hours, an increase from 43 per cent (199 practices) in 2013. Across Health Boards in 2014, the percentage of practices open all day for daily core hours ranged from 26 per cent in Hywel Dda to 71 per cent in Aneurin Bevan.
- 36 per cent (166 practices) of practices in Wales in 2014 were open within one hour of daily core hours, an increase from 34 per cent (157 practices) in 2013. Across Health Boards in 2014, the percentage of practices open within one hour of daily core hours ranged from 21 per cent in Aneurin Bevan to 47 per cent in Powys.
- In 2014, 80 per cent (369 practices) of GP practices in Wales were open for daily core hours or within one hour of the daily core hours as shown in Chart 2. This includes 44 per cent of practices open for daily core hours, 3 per cent open for daily core hours but closed for one hour or less for lunch and 33 per cent of practices open between 08:00 to 08:30 and closed between 18:00 to 18:30 with no lunch time closure.
- The percentage of practices in the 'other practices' category fell from 24 per cent (110 practices) in 2013 to 20 per cent (90 practices) in 2014. In 2014, Powys had no practices in the 'other practices' category, while 33 per cent of the practices in Hywel Dda were in this category.
- Cardiff and Vale experienced the largest increase in percentage of practices open for daily core hours, from 31 per cent in 2013 to 39 per cent in 2014. Betsi Cadwaladr experienced the largest decrease in percentage of practices open for daily core hours, from 33 per cent in 2012 to 28 per cent in 2013.
- The percentage of practices open all day or within one hour of daily core hours in 2014 has increased in every Health Board except in Powys, which has stayed the same at 100 per cent, when compared to 2013.

Weekly Opening Hours

A small number of GP practices were close to meeting the full duration of the daily core hours but fell slightly short of the criteria set out in the Daily Opening Hours section. For example, if a practice opened 08:00 to 18:30 with no lunch break for four days but closed at 17:00 on the other day, then it would be included in the 'Other practices' category in the previous section. However, this is in fact very close to the daily core hours.

To take these practices into account, the number of hours GP practices across Wales were open for during a week was examined. GP practice opening times have been considered against a weekly total of 52 hours and 30 minutes (10 hours and 30 minutes per day).

Practices have been grouped according to the percentage of weekly total hours they were open for. Full tables on the percentage of practices in a Health Board open for different percentage intervals of weekly total hours can be found in [Appendix Table 2](#), which includes data for 2012.

Chart 3: Percentage of practices open for 95 per cent or more of weekly total hours, by Health Board

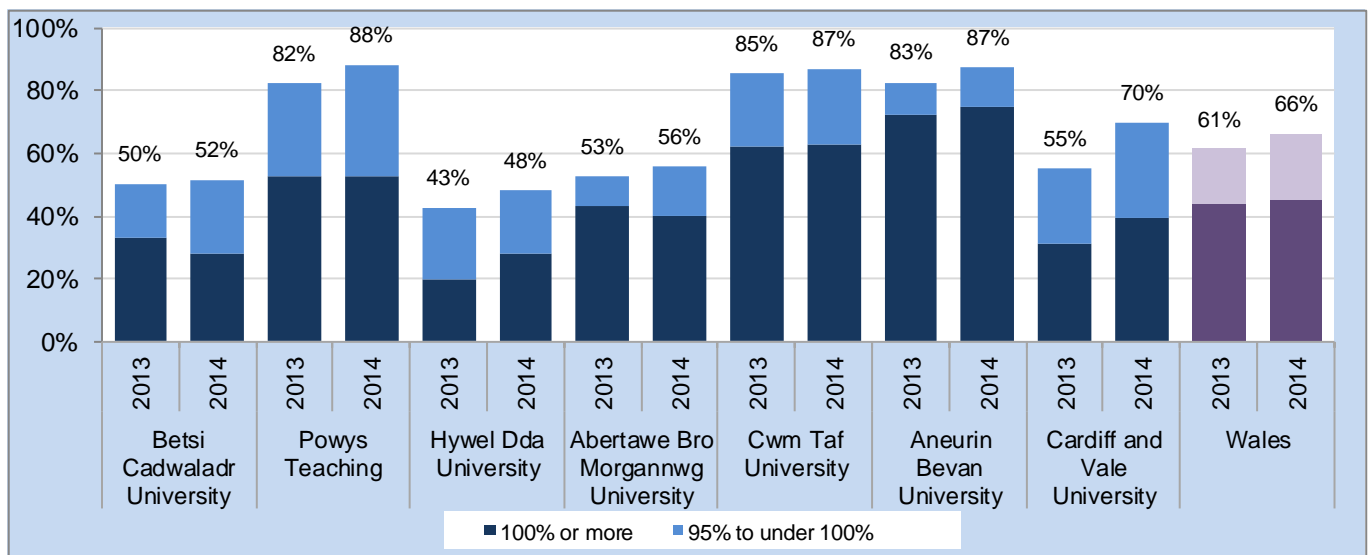


Chart 3 looks at the percentage of practices open for 95 per cent (49 hours and 53 minutes) or more of weekly total hours in 2013 and 2014. Each bar is split to show the percentage of practices open for 100 per cent (52 hours and 30 minutes) or more of weekly total hours and the percentage open for 95 per cent to under 100 per cent of weekly total hours.

The '100 per cent or more' category includes practices that offer and participate in the Extended Opening Hours (Directed Enhanced Services). Further information on Extended Opening Hours can be found later in the section '[Direct Enhanced Services](#)' and in the section '[Key Quality Information](#)'.

Chart 4: Percentage of practices open for less than 80 per cent of weekly total hours, by Health Board

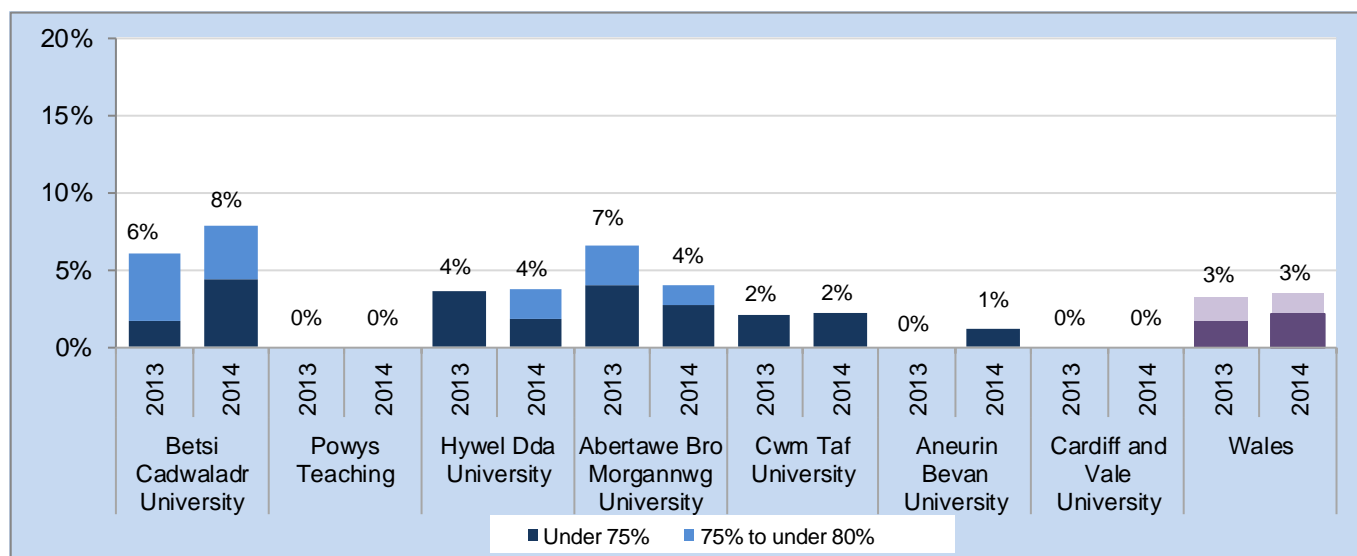


Chart 4 looks at how the percentage of practices open for 80 per cent (42 hours) or less of weekly total hours in 2014 compares to 2013. Each bar is split to show the percentage open for 75 per cent (39 hours and 23 minutes) or less of weekly total hours and the percentage open between 75 per cent and 80 per cent of weekly total hours.

Key Results from Charts 3 and 4 (Weekly Opening Hours):

- In 2014, 45 per cent (206 practices) of practices in Wales were open for 100 per cent or more of the weekly total hours, while 21 per cent (98 practices) of practices were open between 95 per cent and 100 per cent of weekly total hours. As shown in Chart 3, this contributed to the 66 per cent (304 practices) of practices in Wales that were open for 95 per cent or more of weekly total hours in 2014; an increase from 61 per cent (286 practices) in 2013.
- Across Health Boards in 2014, the percentage of practices open for 95 per cent or more of total weekly hours ranged from 48 per cent in Hywel Dda to 88 per cent in Powys.
- In 2014, 2 per cent (10 practices) of practices in Wales were open for under 75 per cent of the weekly total hours, while the percentage of practices open between 75 per cent and 80 per cent of weekly total hours was 1 per cent (6 practices). This contributed to the 3 per cent (16 practices) of practices open for under 80 per cent of weekly total hours in 2014; the same as in 2013 (15 practices).
- Powys and Cardiff and Vale had no practices open for under 80 per cent of weekly total hours in 2014, while Betsi Cadwaladr had the highest percentage at 8 per cent.

Half Day Closures

A half day closure is defined as a practice which closes before 14:00 on one or more days a week. Chart 5 and Table 3 show the percentage of practices that were open for daily core hours or within one hour of daily core hours on four days of the week with one half day closure on the other day.

Chart 5: Percentage of practices opened for daily core hours, or within one hour of daily core hours, with one half day closure a week

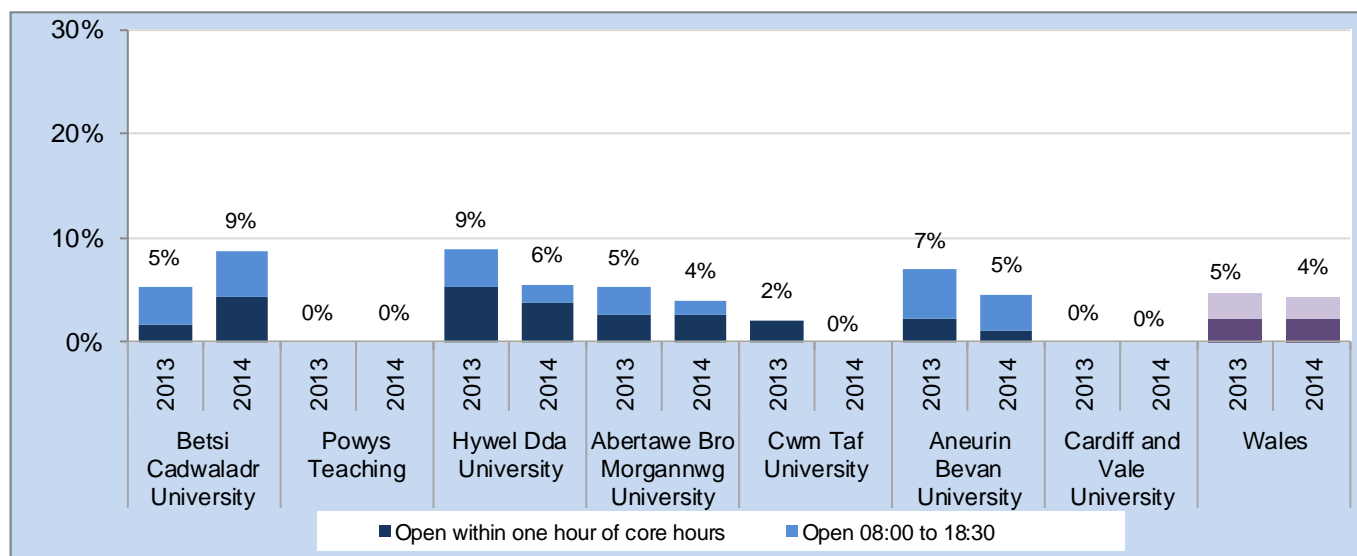


Table 3: Percentage of GP practices with one half day closure a week, by daily opening hours⁽¹⁾

Health Board	Percentage								
	Open 08:00 to 18:30			Open within one hour of daily core hours			Other Practices ^{(2) (3)}		
	2012	2013	2014	2012	2013	2014	2012	2013	2014
Betsi Cadwaladr University	5	3	4	8	2	4	11	4	4
Powys Teaching	0	0	0	0	0	0	0	0	0
Hywel Dda University	5	4	2	4	5	4	4	4	4
Abertawe Bro Morgannwg University	3	3	1	3	3	3	4	1	1
Cwm Taf University	0	0	0	2	2	0	0	0	0
Aneurin Bevan University	6	5	3	3	2	1	1	0	0
Cardiff and Vale University	0	0	0	0	0	0	0	0	0
Wales	3	3	2	4	2	2	4	2	2

(1) Totals may not sum exactly due to rounding, eg in 2013 the sum is 3+2+2=6 per cent.

(2) This covers GP practices that were not open between 08:00 and 08:30 and closed between 18:00 to 18:30, and were not open within one hour of daily core hours.

(3) Some practices in this category have more than one half day closure a week.

Key Results from Chart 5 and Table 3 (Half Day Closures):

- In Wales, the percentage of practices with half day closures was 6 per cent (27 practices) in 2014, the same percentage as in 2013 (30 practices).
- Across Health Boards in 2014, the percentage of practices with half day closures ranged from zero per cent in Cardiff and Vale, Cwm Taf and Powys, to 12 per cent in Betsi Cadwaladr.
- In 2014, 4 per cent (20 practices) of GP practices in Wales were open for daily core hours, or within one hour of daily core hours with one half day closure a week, a decrease from 5 per cent (22 practices) in 2013.

Appointment Times

'Appointment times' are defined to be the times when the practice regularly offers planned consultation sessions with a GP to patients. Health Boards were asked to provide the following information about their practices:

- the first appointment time offered in the morning, where a patient can have a face-to-face contact with a GP, Monday to Friday;
- the appointment times offered in the morning and the afternoon sessions;
- the finish time of the last appointment offered in the evening, where a patient can have a face-to-face contact with a GP, Monday to Friday. If a practice appointment finish time was on the hour (i.e. 17:00 or 18:00) or past the half hour (i.e. 18:30) then the assumption was that the last appointment offered will be before this time.

There are a number of GP practices which provide telephone services, unplanned emergency sessions, or ad hoc untimed periods where a duty doctor is in the practice. However, this release looks specifically at appointment times offered to patients and where a patient can have a face-to-face contact with a GP.

In the first GP Access release published in February 2013 and in this release, please note that throughout the appointment times section, the total of no week days and at least two week days will not always add up to 100%. The practices which fall under the one week day category for each of the different appointment time periods will make up the rest of the corresponding 100%.

Analyses by half hour periods are included in this section to provide more detail of evening appointments offered between 17:00 and 18:30. To clarify what is meant by practices offering appointments during specific time periods the statistics which were referred to in the 2013 release (published February 2013) as "practices offering appointments **between** [*a time period*]" are now referred to as "practices offering appointments **at any time between** [*a time period*]".

Chart 8 and Table 6 present summary data on practices offering appointments for the whole period of 17:00 to 17:30 and Appendix Table 6 provides more detail and some 2012 data. The other associated Appendix Table 9 repeats the number of practices offering appointments on two or more days a week for the whole of the period but in addition presents counts of practices offering appointments for only part of this period, and at any time during this period. For example if a practice offered appointments between 17:00 and 17:15 it would be counted as "offering appointments for part of the period"; if it offered appointments until 17:45 it would count as "offering appointments for the whole of the period".

Chart 9, Table 6, Appendix 7 and Appendix 10 presents the same kind of data for 17:30 to 18:00. Chart 10, Table 7, Appendix 8 and Appendix 11 presents the same kind of data for 18:00 to 18:30.

The methodology used to aggregate the GP appointment times was the same one used in the first [GP Access](#) release published in February 2013 and in the [GP Appointment Times](#) in Wales article which published 2011 data. This release includes new data for 2014, comparing it to 2013 and in some tables, to 2012.

Detailed tables displaying appointments offered by number of days per week can be found in [Appendix Tables 4 - 12](#).

Appointments Offered Before 08:30

Chart 6: Percentage of practices offering appointments before 08:30 at least two week mornings, by Health Board

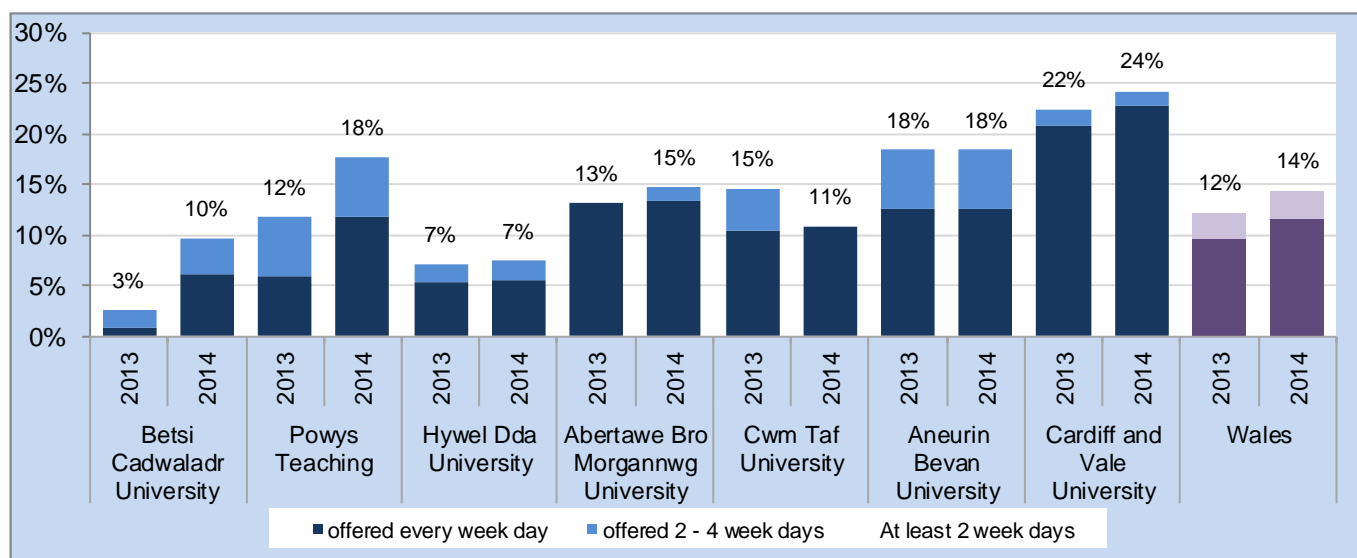


Table 4: Percentage of practices offering appointments before 08:30, by number of week days and Health Board

Local Health Board	Percentage								
	no week days			at least two week days			every week day		
	2012	2013	2014	2012	2013	2014	2012	2013	2014
Betsi Cadwaladr University	92	97	90	8	3	10	4	1	6
Powys Teaching	82	88	82	18	12	18	18	6	12
Hywel Dda University	93	91	87	4	7	7	4	5	6
Abertawe Bro Morgannwg University	81 r	86	84	17 r	13	15	16	13	13
Cwm Taf University	83	85	89	15	15	11	10	10	11
Aneurin Bevan University	84	76	74	13	18	18	12	13	13
Cardiff and Vale University	76 r	75	73	21 r	22	24	18 r	21	23
Wales	85 r	86	83	13 r	12	14	11	10	12

(r) Administrative errors have been identified in relation to the starting time of some appointments in Abertawe Bro Morgannwg ULHB and Cardiff and Vale ULHB, which has also affected the Wales proportion. These have been revised since the last publication.

See [revision](#) notes.

A more detailed table with further information is presented in [Appendix Table 4](#).

Key Results from Chart 6 and Table 4 (Appointments offered before 08:30):

- Since 2012, over four fifths of practices in Wales did not offer any appointments before 08:30 on any mornings.
- Between 2013 and 2014, the percentage of practices offering appointments before 08:30 on at least two week days in Wales increased from 12 per cent (57 practices) to 14 per cent (66 practices). Across Health Boards in 2014, the percentage ranged from 7 per cent in Hywel Dda to 24 per cent in Cardiff and Vale.
- In 2014, 12 per cent (53 practices) of practices in Wales offered appointments before 08:30 every week day, an increase from 10 per cent (45 practices) in 2013.

Appointments Offered At Any Time Between 17:00 and 18:30

Chart 7: Percentage of practices offering appointments at any time between 17:00 and 18:30 at least two week days, by Health Board

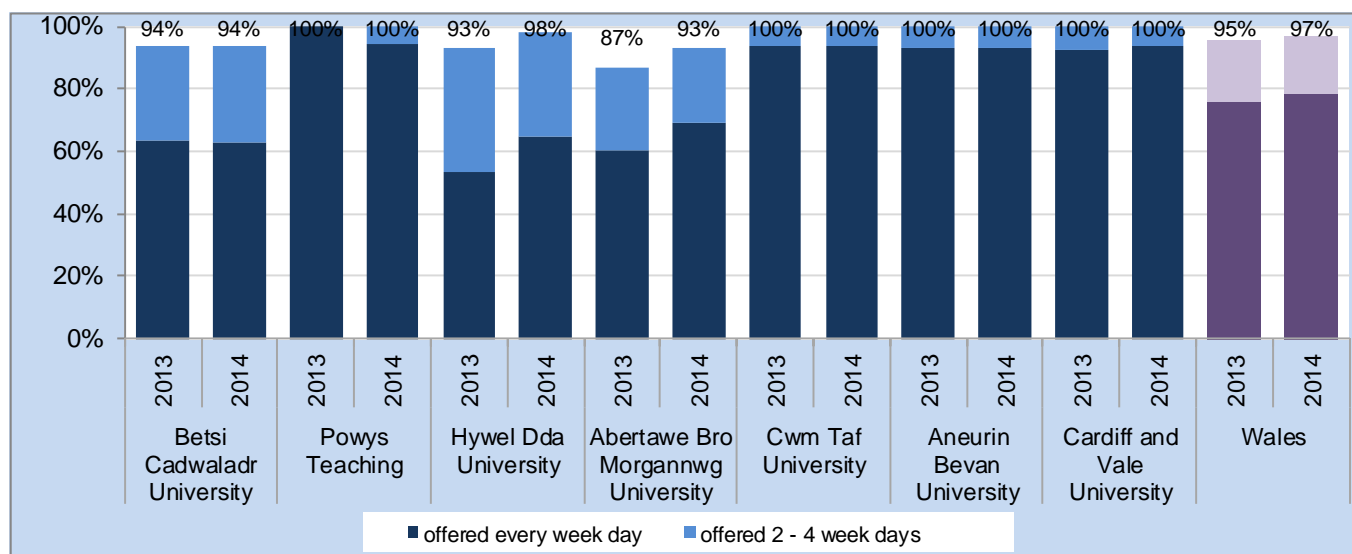


Table 5: Percentage of practices offering appointments at any time between 17:00 and 18:30, by number of week days and Health Board

Local Health Board	Percentage								
	no week days			at least two week days			every week day		
	2012	2013	2014	2012	2013	2014	2012	2013	2014
Betsi Cadwaladr University	5	6	6	92	94	94	54	63	63
Powys Teaching	12	0	0	88	100	100	82	100	94
Hywel Dda University	7	4	0	89	93	98	47	54	65
Abertawe Bro Morgannwg University	10	9	4	87	87	93	58	61	69
Cwm Taf University	2	0	0	98	100	100	65 r	94	93
Aneurin Bevan University	1 r	0	0	99 r	100	100	84 r	93 r	93
Cardiff and Vale University	0	0	0	100	100	100	75	93	94
Wales	5	3	2	94	95	97	65 r	76	79

(r) Administrative errors have been identified in relation to the finishing time of some appointments in Aneurin Bevan ULHB and Cwm Taf ULHB, which has also affected the Wales proportion. These have been revised since the last publication.

See [revision](#) notes.

A more detailed table with further information is presented in [Appendix Table 5](#).

Key Results from Chart 7 and Table 5 (Appointments offered at any time between 17:00 and 18:30):

- In 2014, 97 per cent (446 practices) of practices in Wales offered appointments at any time between 17:00 and 18:30 at least two week days, an increase from 95 per cent (445 practices) in 2013. At Health Board level, Aneurin Bevan, Cardiff and Vale, Cwm Taf and Powys all achieved the highest percentage at 100 per cent, and Abertawe Bro Morgannwg had the lowest at 93 per cent.
- The percentage of practices offering appointments at any time between 17:00 and 18:30 every week day increased from 76 per cent (354 practices) in 2013 to 79 per cent (361 practices) in 2014.
- In 2014, 2 per cent (10 practices) of practices in Wales did not offer any appointments at any time between 17:00 and 18:30, a slight improvement from 3 per cent (16 practices) in 2013.

Appointments Offered During the Whole Half Hour Between 17:00 and 17:30

Chart 8: Percentage of practices offering appointments during the whole half hour between 17:00 and 17:30 at least two week days, by Health Board

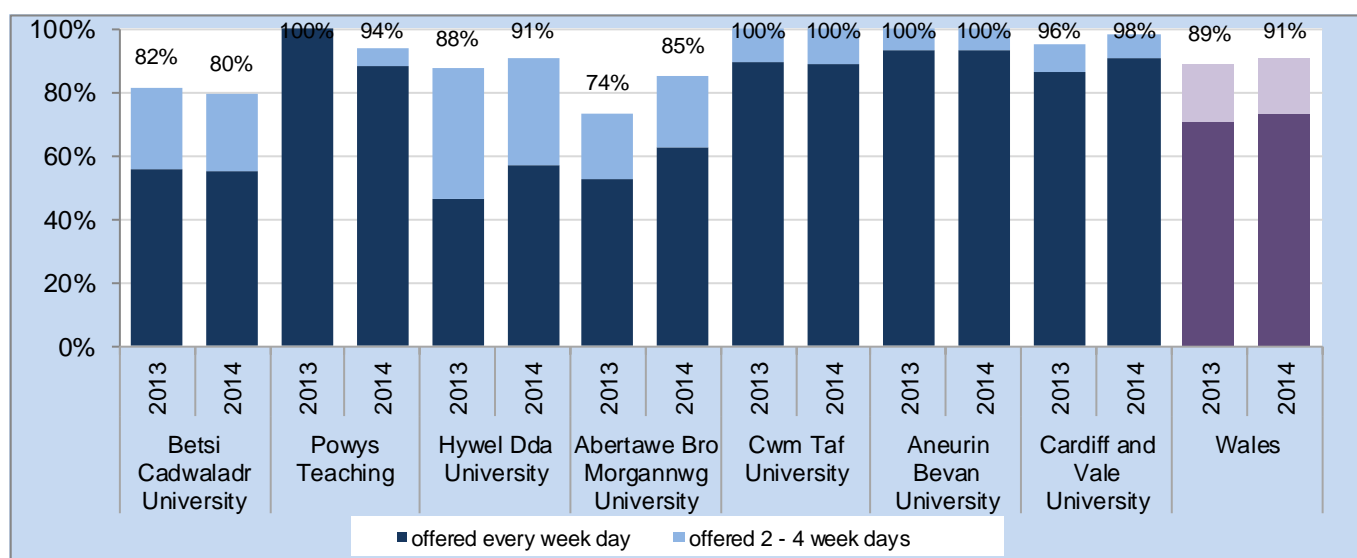


Table 6: Percentage of practices offering appointments during the whole half hour between 17:00 and 17:30, by number of week days and Health Board

Local Health Board	Percentage								
	no week days			at least two week days			every week day		
	2012	2013	2014	2012	2013	2014	2012	2013	2014
Betsi Cadwaladr University	14	17	19	83	82	80	48	56	55
Powys Teaching	18	0	0	82	100	94	76	100	88
Hywel Dda University	13	5	4	84	88	91	45	46	57
Abertawe Bro Morgannwg University	22	20	11	71	74	85	48	53	63
Cwm Taf University	13	0	0	81	100	100	52	90	89
Aneurin Bevan University	1 r	0	0	99 r	100	100	84 r	93 r	93
Cardiff and Vale University	4	3	2	96	96	98	70	87	91
Wales	11 r	9	7	86 r	89	91	59 r	71 r	74

(r) Administrative errors have been identified in relation to the finishing time of some appointments in Aneurin Bevan ULHB, which has also affected the Wales proportion. These have been revised since the last publication.

See [revision](#) notes.

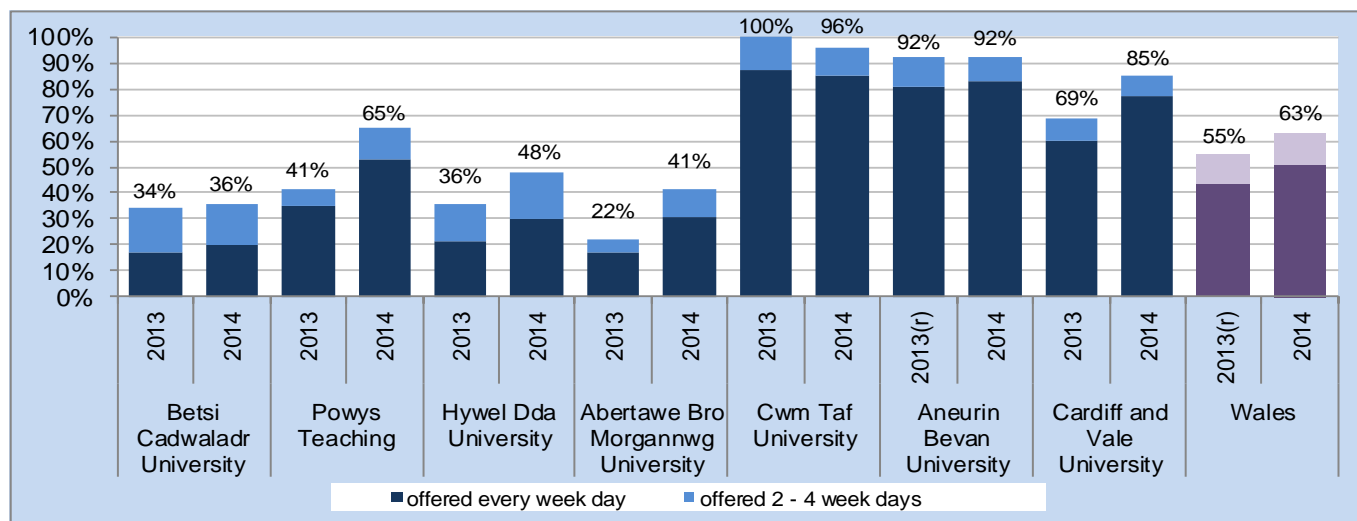
A more detailed table with further information is presented in [Appendix Table 9](#) and [Appendix Table 6](#).

Key Results from Chart 8 and Table 6 (Appointments offered during the whole half hour between 17:00 and 17:30):

- In 2014, 91 per cent (418 practices) of practices in Wales offered appointments during the whole half hour between 17:00 and 17:30 at least two week days, an increase from 89 per cent (415 practices) in 2013. At Health Board level, the percentage ranged from 80 per cent in Betsi Cadwaladr to the maximum 100 per cent in Aneurin Bevan and Cwm Taf.
- The percentage of practices across Wales offering appointments during the whole half hour between 17:00 and 17:30 every week day also increased from 71 per cent (329 practices) in 2013 to 74 per cent (338 practices) in 2014.
- In 2014, 7 per cent (33 practices) of practices in Wales offered no appointments during the whole half hour between 17:00 and 17:30 on any week day, a decrease of 2 percentage point from 2013.

Appointments Offered During the Whole Half Hour Between 17:30 and 18:00

Chart 9: Percentage of practices offering appointments during the whole half hour between 17:30 and 18:00 at least two week days, by Health Board



(r) Administrative errors have been identified in relation to the finishing time of some appointments in Aneurin Bevan, which has also affected the 2013 Wales proportion. These have been revised since the last publication.

Table 7: Percentage of practices offering appointments during the whole half hour between 17:30 and 18:00, by number of week days and Health Board

Local Health Board	Percentage								
	no week days			at least two week days			every week day		
	2012	2013	2014	2012	2013	2014	2012	2013	2014
Betsi Cadwaladr University	67	65	62	31	34	36	13	17	20
Powys Teaching	59	53	35	41	41	65	41	35	53
Hywel Dda University	62	61	50	33	36	48	11	21	30
Abertawe Bro Morgannwg University	81	76	57	18	22	41	14	17	31
Cwm Taf University	40	0	4	56	100	96	33	88	85
Aneurin Bevan University	8 r	7 r	7	92 r	92 r	92	74 r	80 r	83
Cardiff and Vale University	30	31	15	67	69	85	48	60	77
Wales	49 r	44 r	36	49 r	55 r	63	33 r	44 r	51

(r) Administrative errors have been identified in relation to the finishing time of some appointments in Aneurin Bevan ULHB, which has also affected the Wales proportion. These have been revised since the last publication.

See [revision](#) notes.

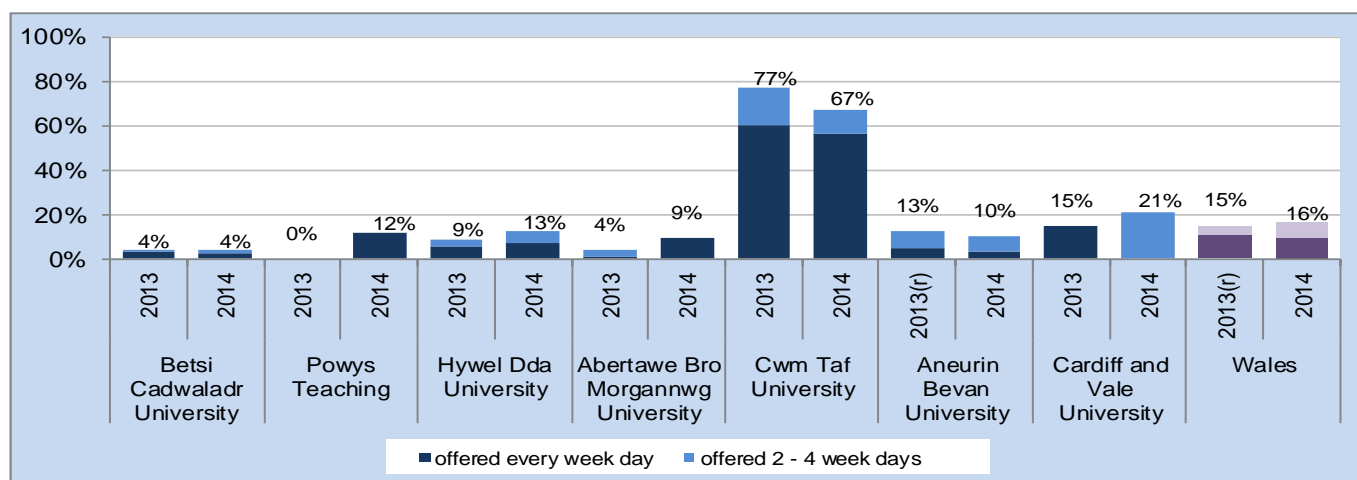
A more detailed table with further information is presented in [Appendix Table 10](#) and [Appendix Table 7](#).

Key Results from Chart 9 and Table 7 (Appointments offered during the whole half hour between 17:30 and 18:00):

- In 2014, 63 per cent (289 practices) of practices in Wales offered appointments during the whole half hour between 17:30 and 18:00 at least two week days, an increase from 55 per cent (257 practices) in 2013. At Health Board level, the percentage ranged from 36 per cent in Betsi Cadwaladr to 96 per cent in Cwm Taf.
- The percentage of practices across Wales offering appointments during the whole half hour between 17:30 and 18:00 every week day increased from 44 per cent (203 practices) in 2013 to 51 per cent (233 practices) in 2014.
- In 2014, 36 per cent (165 practices) of practices in Wales offered no appointments during the whole half hour between 17:30 and 18:00 on any week day, an improvement of 8 percentage points from 2013.

Appointments Offered During the Whole Half Hour Between 18:00 and 18:30

Chart 10: Percentage of practices offering appointments during the whole half hour between 18:00 and 18:30 at least two week days, by Health Board



(r) Administrative errors have been identified in relation to the finishing time of some appointments in Aneurin Bevan, which has also affected the Wales proportion. These have been revised since the last publication.

Table 8: Percentage of practices offering appointments during the whole half hour between 18:00 and 18:30, by number of week days and Health Board

Local Health Board	Percentage								
	no week days			at least two week days			every week day		
	2012	2013	2014	2012	2013	2014	2012	2013	2014
Betsi Cadwaladr University	95	96	96	5	4	4	2	3	3
Powys Teaching	100	100	88	0	0	12	0	0	12
Hywel Dda University	95	86	83	5	9	13	0	5	7
Abertawe Bro Morgannwg University	96	95	88	1	4	9	0	1	9
Cwm Taf University	75	21	33	21	77	67	13	60	57
Aneurin Bevan University	87 r	71	71	7 r	13 r	10	3 r	5 r	3
Cardiff and Vale University	93	82	77	7	15	21	7	15	0
Wales	91 r	80	79	7 r	15	16	3	11	10

(r) Administrative errors have been identified in relation to the finishing time of some appointments in Aneurin Bevan ULHB, which has also affected the Wales proportion. These have been revised since the last publication.

See [revision](#) notes.

A more detailed table with further information is presented in [Appendix Table 11](#) and [Appendix Table 8](#).

Key Results from Chart 10 and Table 8 (Appointments offered during the whole half hour between 18:00 and 18:30):

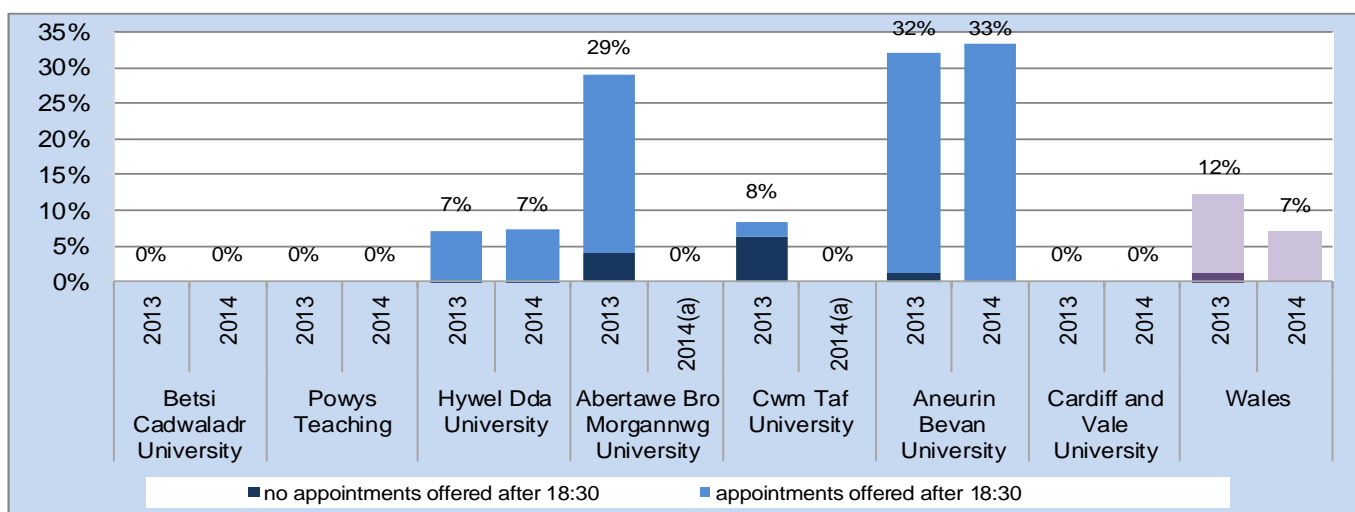
- In 2014, 16 per cent (75 practices) of practices in Wales offered appointments during the whole half hour between 18:00 and 18:30 at least two week days, a slight increase from 15 per cent (71 practices) in 2013. At Health Board level, the percentage ranged from 4 per cent in Betsi Cadwaladr to 67 per cent in Cwm Taf.
- The percentage of practices across Wales offering appointments during the whole half hour between 18:00 and 18:30 every week day decreased slightly from 11 per cent (51 practices) in 2013 to 10 per cent (45 practices) in 2014.
- In 2014, 79 per cent (363 practices) of practices in Wales offered no appointments during the whole half hour between 18:00 and 18:30 on any week day, a slight decrease from 80 per cent (374 practices) in 2013.

Extended Opening Hours

In 2008-09, four new clinical [Directed Enhanced Services](#) (DESs) and the Extended Opening Hours DES were introduced. Directed Enhanced Services are an enhanced level of service or activity provided by some GP practices that have been negotiated nationally. Where Health Boards were satisfied that GP practices were meeting the reasonable need of its patients within core hours (08:00 to 18:30, Monday to Friday), GP practices were encouraged to participate in the Extended Opening Hours DES and open for additional hours outside of their core hours to meet the needs of patients in their local area.

Health Boards undertook an updated review of extended access arrangements after 18:30 on week nights in 2014, which resulted in two health boards decommissioning their extended opening hours.

Chart 11: Percentage of practices open for Extended Hours at least one week day, by Health Board



(a) In 2014, these health boards decommissioned the Directed Enhanced Service (DES) for extended hours.

Chart 11 shows the percentage of practices open for extended hours at least one week day (Open before 08:00 or after 18:30), with the proportion of these practices that offer appointments after 18:30 shown in the lighter shaded areas. Table 9 displays the percentage of practices open for extended hours at least one week day, and the percentage of practices offering appointments after 18:30 at least one week day.

Table 9: Percentage of practices with extended opening hours and offering appointments after 18:30 at least one week day

Health Boards	Percentage					
	Open for Extended Hours at least one week day			Offer appointments after 18:30 at least one week day ⁽¹⁾		
	2012	2013	2014	2012	2013	2014
Betsi Cadwaladr University	1	0	0	0	0	0
Powys Teaching	0	0	0	0	0	0
Hywel Dda University	29	5	6	27	7	7
Abertawe Bro Morgannwg University	31	29	0	27	25	0
Cwm Taf University	10	8	0	2	2	0
Aneurin Bevan University	19	32	33	14	31	33
Cardiff and Vale University	3	0	0	1	0	0
Wales	14	12	7	11	11	7

(r) Administrative errors have been identified in relation to the finishing time of some appointments in Aneurin Bevan ULHB. These have been revised since the last publication.

See [revision](#) notes.

A more detailed table with further information is presented in [Appendix Table 12](#).

Key Results from Chart 11 and Table 9 (Extended Services):

- In 2014, 7 per cent of practices in Wales were open for extended hours at least one week day, a decrease from 12 per cent in 2013.
- 7 per cent of practices in Wales offered appointments after 18:30 at least one week day in 2014, a decrease from 11 per cent in 2013. No practices in Betsi Cadwaladr or Powys offered any appointments after 18:30 at least one week day in 2012, 2013 or 2014.
- Aneurin Bevan had the highest percentage of practices offering appointments after 18:30 with 33 per cent offering appointments at least one day per week in 2014.

Weekend Appointments

Less than half a per cent (0.4 per cent) of all practices in Wales offer appointments on alternative Saturdays. These practices are located in Abertawe Bro Morgannwg University and Aneurin Bevan University Local Health Boards.

The National Survey for Wales

The release 'National Survey for Wales: Headline results, April 2013 – March 2014' includes a small section about GP Access. The release can be found here:

<http://wales.gov.uk/statistics-and-research/nationals-survey/?lang=en>

There are also some tables that relate to GP Access and satisfaction with GP services under the National Survey section of StatsWales. These tables can be found here:

<https://statswales.wales.gov.uk/Download/File?fileId=385>

Key Quality Information

1. The [General Medical Services contract](#) is the UK-wide contract between general practices and primary care organisations for delivering primary care services to local communities. Under the General Medical Services contract, GP practice core hours are Monday to Friday between 08:00 and 18:30, except Good Friday, Christmas Day and Bank Holidays. GP practices are responsible for providing essential and additional services within core hours at times which are appropriate to meet the reasonable needs of its patients.
In addition GP practices are required to have arrangements in place for patients to access such services throughout core hours in case of emergency. However, appointments are not necessarily available for the full duration of these opening times, as time also needs to be allocated to deal with referral letters, updating patient notes, domiciliary consultations, telephone consultations etc.
2. This is management information and the data was reported by Health Boards. The data is correct as at the end of November 2014 (covering the period from December 2013 to November 2014).
3. This information was collected by the Knowledge and Analytical Services within the Welsh Government, to give a better idea of the opening hours and appointment times of GP practices across Wales.
4. The seven Health Boards were contacted directly and asked to provide opening hours and appointment times of their GP main surgeries. The data were captured in a spreadsheet.
5. Due to the variable natures of the services offered by a branch surgery, the information above was requested for main surgeries only. As a result, this report does not include any data for branch surgeries. In some instances the main surgery may offer a “full” service spread across several “branch surgeries”; this data, however, will only include the appointment times.
6. For the purpose of this release, GP practice opening hours have been considered against a weekly aggregated total of 52 hours and 30 minutes. It should however be noted that under the General Medical Services contract, GP practice core hours are based on daily opening times and there is no weekly requirement for GP practices.
7. In 2008-09, four new clinical [Directed Enhanced Services](#) (DESs) and the Extended Opening Hours DES were introduced. Directed Enhanced Services are an enhanced level of service or activity provided by some GP practices that have been negotiated nationally. Where Health Boards were satisfied that GP practices were meeting the reasonable need of its patients within core hours (08:00 to 18:30, Monday to Friday), GP practices were encouraged to participate in the Extended Opening Hours DES and open for additional hours outside of their core hours to meet the needs of patients in their local area.
Abertawe Bro Morgannwg and Cwm Taf University Health Boards decommissioned this service in 2014.
8. Where practices operate on a fortnightly timetable (fewer than ten practices) the week with the most hours has been used.
9. Separate statistical articles on GP Opening Hours and GP Appointment Times were published by the Welsh Government in 2012. They can be found at:
<http://wales.gov.uk/statistics-and-research/gp-access-wales/?lang=en#/statistics-and-research/gp-access-wales/?tab=previous&lang=en>

Revisions

Administrative errors were identified relating to appointment time data for 2012 and 2013, which has affected the Wales total.

The Wales total in Table 7, and Appendix 7, has been the most affected. Previously 24 per cent and 36 per cent of practices in Wales, in 2012 and 2013 respectively, offered appointments during the whole half hour between 17:30 and 18:00, on every week day. This has now changed to 33 per cent and 44 per cent respectively, a nine and seven percentage point increase since the last publication.

The Wales total in the other tables, which have also been revised, have seen percentage point differences of around one to two percentage points, when compared to the published data in the previous release.

Revised figures have been marked with an “r”, in the relevant tables, charts and in the related text throughout.



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<http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>

Appendix

Appendix Table 1: Number and percentages of practices open for core hours, by Health Board

Health Board	0 week days			1 week day			2 week days			3 week days			4 week days			5 week days		
	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014
Numbers																		
Betsi Cadwaladr University	87 r	65	71	1	1	1	2	4	1	3	1	2	8 r	6	7	18	38	32
Powys	11	8	8	0	0	0	0	0	0	0	0	0	0	0	0	6	9	9
Hywel Dda University	41	42	38	0	0	0	0	0	0	1	0	0	4	3	2	9	11	14
Abertawe Bro Morgannwg University	43 r	40	43	0 r	0	1	0 r	0	0	0	1	0	2	2	1	32	33	30
Cwm Taf University	18 r	18	15	0 r	0	0	1	1	1	0	0	0	0	0	0	29	29	30
Aneurin Bevan University	43	20	20	0	1	1	0	1	0	1	1	0	5	6	4	41	58	62
Cardiff and Vale University	33	42	38	1	1	1	1	1	0	0	0	0	2	2	1	30	21	26
	276 r	235	233	2 r	3	4	4 r	7	2	5	3	2	21 r	19	15	165	199	203
Percentages																		
Betsi Cadwaladr University	73 r	57	62	1	1	1	2	3	1	3	1	2	7 r	5	6	15	33	28
Powys	65	47	47	0	0	0	0	0	0	0	0	0	0	0	0	35	53	53
Hywel Dda University	75	75	70	0	0	0	0	0	0	2	0	0	7	5	4	16	20	26
Abertawe Bro Morgannwg University	56 r	53	57	0 r	0	1	0 r	0	0	0	1	0	3	3	1	42	43	40
Cwm Taf University	38 r	38	33	0 r	0	0	2	2	2	0	0	0	0	0	0	60	60	65
Aneurin Bevan University	48	23	23	0	1	1	0	1	0	1	1	0	6	7	5	46	67	71
Cardiff and Vale University	49	63	58	1	1	2	1	1	0	0	0	0	3	3	2	45	31	39
Wales	58	50	51	0 r	1	1	1	2	0	1	1	0	4 r	4	3	35	43	44

(r) Administrative errors have been identified in relation to some of the 2012 data, which has also affected the Wales proportion. This data has been revised since the last publication.

See [revision](#) notes.

Appendix Table 2: Percentage of practices open for different percentage intervals of weekly total hours, by Health Board

Health Board	Percentage of weekly total hours																				
	Under 75%			75% to under 80%			80% to under 85%			85% to under 90%			90% to under 95%			95% to under 100%			100% or more		
	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014
Betsi Cadwaladr	7	2	4	10	4	4	11	3	4	18	14	10	26	26	26	13	17	24	15	33	28
Powys	0	0	0	0	0	0	0	0	0	0	0	0	18	18	12	47	29	35	35	53	53
Hywel Dda	2	4	2	2	0	2	7	7	2	24	21	15	25	25	31	18	23	20	22	20	28
Abertawe Bro Morgannwg	4	4	3	4	3	1	17	14	15	1	3	5	22	24	20	10	9	16	42	43	40
Cwm Taf	2	2	2	0	0	0	2	2	0	2	2	2	10	8	9	21	23	24	63	63	63
Aneurin Bevan	0	0	1	1	0	0	4	2	2	7	6	5	18	9	5	23	10	13	47	72	75
Cardiff and Vale	0	0	0	0	0	0	7	7	5	9	12	6	21	25	20	18	24	30	45	31	39
Wales	3	2	2	4	2	1	8	6	5	10	9	7	21	20	19	18	17	21	36	44	45

The following table shows the corresponding total hours for the percentages of the weekly total hours used above.

Percentage of weekly total hours	Total hours (hours. minutes)
75%	39.23
80%	42.00
85%	44.38
90%	47.15
95%	49.53
100%	52.30

Appendix Table 3: Percentage of GP practices with one half day closure a week, by daily opening hours and Health Board

Percentage

Health Board	Open 08:00 to 18:30			Open within one hour of daily core hours			Other Practices (a)			Total		
	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014
Betsi Cadwaladr	5	3	4	8	2	4	11	4	4	24	10	12
Powys	0	0	0	0	0	0	0	0	0	0	0	0
Hywel Dda	5	4	2	4	5	4	4	4	4	13	13	9
Abertawe Bro Morgannwg	3	3	1	3	3	3	4	1	1	9	7	5
Cwm Taf	0	0	0	2	2	0	0	0	0	2	2	0
Aneurin Bevan	6	5	3	3	2	1	1	0	0	10	7	5
Cardiff and Vale	0	0	0	0	0	0	0	0	0	0	0	0
Wales	3	3	2	4	2	2	4	2	2	11	6	6

(a) This covers GP practices that were not open between 08:00 and 08:30 and closed between 18:00 to 18:30, and were not open within one hour of daily core hours.

Appendix Table 4: Number and percentages of practices offering appointments before 08:30, by number of week days and Health Board

Appendix 4: Number and percentage of practices offering appointments before 08:30 by number of days per week and health board

Health Board	0 week days			1 week day			2 week days			3 week days			4 week days			5 week days		
	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014
Numbers																		
Betsi Cadwaladr University	109	112	103	1	0	0	0	0	0	3	2	1	1	0	3	5	1	7
Powys	14	15	14	0	0	0	0	1	0	0	0	1	0	0	0	3	1	2
Hywel Dda University	51	51	47	2	1	3	0	1	0	0	0	1	0	0	0	2	3	3
Abertawe Bro Morgannwg University	62 r	65	63	2 r	1	1	0 r	0	1	0 r	0	0	1	0	0	12	10	10
Cwm Taf University	40	41	41	1	0	0	1	1	0	0	0	0	1	1	0	5	5	5
Aneurin Bevan University	76	66	64	2	5	7	1	3	3	0	0	0	0	2	2	11	11	11
Cardiff and Vale University	51 r	50	48	2 r	2	2	2 r	0	0	0	1	1	0	0	0	12 r	14	15
Wales	403 r	400	380	10 r	9	13	4 r	6	4	3 r	3	4	3	3	5	50 r	45	53
Percentages																		
Betsi Cadwaladr University	92	97	90	1	0	0	0	0	0	3	2	1	1	0	3	4	1	6
Powys	82	88	82	0	0	0	0	6	0	0	0	6	0	0	0	18	6	12
Hywel Dda University	93	91	87	4	2	6	0	2	0	0	0	2	0	0	0	4	5	6
Abertawe Bro Morgannwg University	81 r	86	84	3 r	1	1	0 r	0	1	0 r	0	0	1	0	0	16	13	13
Cwm Taf University	83	85	89	2	0	0	2	2	0	0	0	0	2	2	0	10	10	11
Aneurin Bevan University	84	76	74	2	6	8	1	3	3	0	0	0	0	2	2	12	13	13
Cardiff and Vale University	76 r	75	73	3 r	3	3	3 r	0	0	0	1	2	0	0	0	18 r	21	23
Wales	85 r	86	83	2 r	2	3	1	1	1	1	1	1	1	1	1	11	10	12

(r) Administrative errors have been identified in relation to some of the 2012 data, which has also affected the Wales proportion. This data has been revised since the last publication.

See [revision](#) notes.

Appendix Table 5: Number and percentages of practices offering appointments at any time between 17:00 and 18:30, by number of week days and Health Board

Appendix 5: Number and Percentage of practices offering appointments anytime between 17:00 and 18:30 by number of days per week and health board

Health Board	0 week days			1 week day			2 week days			3 week days			4 week days			5 week days		
	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014
Numbers																		
Betsi Cadwaladr University	6	7	7	3	0	0	1	5	4	10 r	8	9	35 r	22	22	64	73	72
Powys	2	0	0	0	0	0	1	0	0	0	0	0	0	0	1	14	17	16
Hywel Dda University	4	2	0	2	2	1	2	1	2	5	6	3	16	15	13	26	30	35
Abertawe Bro Morgannwg University	8	7	3	2	3	2	1	1	1	2	1	1	19	18	16	45	46	52
Cwm Taf University	1	0	0	0	0	0	0	0	0	1	0	0	15 r	3	3	31 r	45	43
Aneurin Bevan University	1 r	0	0	0	0	0	0	0	0	2 r	1 r	0	11 r	5 r	6	76 r	81 r	81
Cardiff and Vale University	0	0	0	0	0	0	2	2	1	2	0	0	13	3	3	50	62	62
Wales	22 r	16	10	7	5	3	7	9	8	22 r	16 r	13	109 r	66 r	64	306 r	354 r	361
Percentages																		
Betsi Cadwaladr University	5	6	6	3	0	0	1	4	4	8 r	7	8	29	19	19	54	63	63
Powys	12	0	0	0	0	0	6	0	0	0	0	0	0	0	6	82	100	94
Hywel Dda University	7	4	0	4	4	2	4	2	4	9	11	6	29	27	24	47	54	65
Abertawe Bro Morgannwg University	10	9	4	3	4	3	1	1	1	3	1	1	25	24	21	58	61	69
Cwm Taf University	2	0	0	0	0	0	0	0	0	2	0	0	31 r	6	7	65 r	94	93
Aneurin Bevan University	1 r	0	0	0	0	0	0	0	0	2 r	1 r	0	12 r	6 r	7	84 r	93 r	93
Cardiff and Vale University	0	0	0	0	0	0	3	3	2	3	0	0	19	4	5	75	93	94
Wales	5	3	2	1	1	1	1	2	2	5	3 r	3	23 r	14	14	65 r	76	79

(r) Administrative errors have been identified in relation to some of the 2012 and 2013 data, which has also affected the Wales proportion. This data has been revised since the last publication.

See [revision](#) notes.

Appendix Table 6: Number and percentages of practices offering appointments during the whole half hour between 17:00 and 17:30, by number of week days and Health Board

Health Board	0 week days			1 week day			2 week days			3 week days			4 week days			5 week days		
	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014
Numbers																		
Betsi Cadwaladr University	17	20	22	3	1	1	1	5	5	9	7	7	32	18	16	57	64	63
Powys	3	0	0	0	0	1	1	0	0	0	0	1	0	0	0	13	17	15
Hywel Dda University	7	3	2	2	4	3	3	5	4	4	3	1	14	15	13	25	26	31
Abertawe Bro Morgannwg University	17	15	8	5	5	3	3	3	1	2	1	0	13	12	16	37	40	47
Cwm Taf University	6	0	0	3	0	0	0	0	0	2	0	0	12	5	5	25	43	41
Aneurin Bevan University	1 r	0	0	0	0	0	0	0	0	2	1 r	0	11 r	5 r	6	76 r	81 r	81
Cardiff and Vale University	3	2	1	0	1	0	4	2	1	1	0	0	12	4	4	47	58	60
Wales	54 r	40	33	13	11	8	12	15	11	20	12 r	9	94 r	59 r	60	280 r	329 r	338
Percentages																		
Betsi Cadwaladr University	14	17	19	3	1	1	1	4	4	8	6	6	27	16	14	48	56	55
Powys	18	0	0	0	0	6	6	0	0	0	0	6	0	0	0	76	100	88
Hywel Dda University	13	5	4	4	7	6	5	9	7	7	5	2	25	27	24	45	46	57
Abertawe Bro Morgannwg University	22	20	11	6	7	4	4	4	1	3	1	0	17	16	21	48	53	63
Cwm Taf University	13	0	0	6	0	0	0	0	0	4	0	0	25	10	11	52	90	89
Aneurin Bevan University	1 r	0	0	0	0	0	0	0	0	2	1 r	0	12 r	6 r	7	84 r	93 r	93
Cardiff and Vale University	4	3	2	0	1	0	6	3	2	1	0	0	18	6	6	70	87	91
Wales	11 r	9	7	3	2	2	3	3	2	4	3	2	20 r	13	13	59 r	71 r	74

(r) Administrative errors have been identified in relation to Aneurin Bevan ULHB data, which has also affected the Wales proportion. This data has been revised since the last publication.

See [revision](#) notes.

Appendix Table 7: Number and percentages of practices offering appointments during the whole half hour between 17:30 and 18:00, by number of week days and Health Board

Health Board	0 week days			1 week day			2 week days			3 week days			4 week days			5 week days		
	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014
Numbers																		
Betsi Cadwaladr University	80	75	71	2	1	2	1	4	2	7	8	7	14	7	9	15	20	23
Powys	10	9	6	0	1	0	0	1	1	0	0	0	0	0	1	7	6	9
Hywel Dda University	34	34	27	3	2	1	2	2	3	3	1	1	7	5	6	6	12	16
Abertawe Bro Morgannwg University	62	58	43	1	1	1	0	1	3	1	1	0	2	2	5	11	13	23
Cwm Taf University	19	0	2	2	0	0	1	0	0	0	0	0	10	6	5	16	42	39
Aneurin Bevan University	7 r	6 r	6	0 r	1 r	1	0	0 r	0	3	2	1	13 r	8 r	7	67 r	70 r	72
Cardiff and Vale University	20	21	10	2	0	0	1	1	1	1	1	1	11	4	3	32	40	51
Wales	232 r	203 r	165	10 r	6 r	5	5	9 r	10	15	13	10	57 r	32 r	36	154 r	203 r	233
Percentages																		
Betsi Cadwaladr University	67	65	62	2	1	2	1	3	2	6	7	6	12	6	8	13	17	20
Powys	59	53	35	0	6	0	0	6	6	0	0	0	0	0	6	41	35	53
Hywel Dda University	62	61	50	5	4	2	4	4	6	5	2	2	13	9	11	11	21	30
Abertawe Bro Morgannwg University	81	76	57	1	1	1	0	1	4	1	1	0	3	3	7	14	17	31
Cwm Taf University	40	0	4	4	0	0	2	0	0	0	0	0	21	13	11	33	88	85
Aneurin Bevan University	8 r	7 r	7	0 r	1 r	1	0	0 r	0	3	2	1	14 r	9 r	8	74 r	80 r	83
Cardiff and Vale University	30	31	15	3	0	0	1	1	2	1	1	2	16	6	5	48	60	77
Wales	49 r	44 r	36	2 r	1 r	1	1	2	2	3	3	2	12 r	7 r	8	33 r	44 r	51

(r) Administrative errors have been identified in relation to Aneurin Bevan ULHB data, which has also affected the Wales proportion. This data has been revised since the last publication.

See [revision](#) notes.

Appendix Table 8: Number and percentages of practices offering appointments during the whole half hour between 18:00 and 18:30, by number of week days and Health Board

Health Board	0 week days			1 week day			2 week days			3 week days			4 week days			5 week days		
	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014
Numbers																		
Betsi Cadwaladr University	113	110	109	0	0	0	2	0	1	0	1	0	2	0	1	2	4	3
Powys	17	17	15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Hywel Dda University	52	48	45	0	3	2	1	0	0	0	1	1	2	1	2	0	3	4
Abertawe Bro Morgannwg University	74	72	66	2	1	2	0	0	0	0	0	0	1	2	0	0	1	7
Cwm Taf University	36	10	15	2	1	0	0	0	0	0	0	0	4	8	5	6	29	26
Aneurin Bevan University	78 r	62	62	6	14 r	16	1 r	4	3	0	0	0	2 r	3	3	3 r	4 r	3
Cardiff and Vale University	62	55	51	0	2	1	0	0	14	0	0	0	0	0	0	5	10	0
Wales	432 r	374	363	10	21 r	21	4 r	4	18	0	2	1	11 r	14	11	16 r	51 r	45
Percentages																		
Betsi Cadwaladr University	95	96	96	0	0	0	2	0	1	0	1	0	2	0	1	2	3	3
Powys	100	100	88	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12
Hywel Dda University	95	86	83	0	5	4	2	0	0	0	2	2	4	2	4	0	5	7
Abertawe Bro Morgannwg University	96	95	88	3	1	3	0	0	0	0	0	0	1	3	0	0	1	9
Cwm Taf University	75	21	33	4	2	0	0	0	0	0	0	0	8	17	11	13	60	57
Aneurin Bevan University	87 r	71	71	7	16 r	18	1 r	5	3	0	0	0	2 r	3	3	3 r	5 r	3
Cardiff and Vale University	93	82	77	0	3	2	0	0	21	0	0	0	0	0	0	7	15	0
Wales	91 r	80	79	2	5 r	5	1	1	4	0	0	0	2	3	2	3	11	10

(r) Administrative errors have been identified in relation to Aneurin Bevan ULHB data, which has also affected the Wales proportion. This data has been revised since the last publication.

See [revision](#) notes.

Appendix Table 9: Number and percentages of practices offering appointments between 17:00 and 17:30, 2 or more days per week, by Health Board

Health Board	2012 ⁽¹⁾						
	Offering appointments for part of the period		Offering appointments during the whole period		Offering appointments at any time during the period		Total practices Number
	Number	Percentage	Number	Percentage	Number	Percentage	
Betsi Cadwaladr University	11	9	99	83	109	92	119
Powys	1	6	14	82	15	88	17
Hywel Dda University	4	7	46	84	49	89	55
Abertawe Bro Morgannwg University	14	18	55	71	67	87	77
Cwm Taf University	9	19	39	81	47	98	48
Aneurin Bevan University	0 r	0 r	89 r	99 r	89 r	99 r	90
Cardiff and Vale University	4	6	64	96	67	100	67
Wales	43 r	9	406 r	86 r	443 r	94 r	473

(1) Note that the sum of the practices which offer appointments both for the whole period and for part of it do not sum to all practices which offer some appointments during the period. This is because a small number of practices appear in both the whole and partial period columns eg a practice may offer appointments for 3 days between 5 and 5.30 and the other 2 days between 5 and 5.20pm.

(r) Administrative errors have been identified in relation to Aneurin Bevan ULHB data, which has also affected the Wales proportion. This data has been revised since the last publication.

Health Board	2013 ⁽¹⁾						
	Offering appointments for part of the period		Offering appointments during the whole period		Offering appointments at any time during the period		Total practices Number
	Number	Percentage	Number	Percentage	Number	Percentage	
Betsi Cadwaladr University	13	11	94	82	107	93	115
Powys	0	0	17	100	17	100	17
Hywel Dda University	5	9	49	88	52	93	56
Abertawe Bro Morgannwg University	13	17	56	74	66	87	76
Cwm Taf University	0	0	48	100	48	100	48
Aneurin Bevan University	0	0	87	100	87	100	87
Cardiff and Vale University	3	4	64	96	67	100	67
Wales	34	7	415	89	444	95	466

(1) Note that the sum of the practices which offer appointments both for the whole period and for part of it do not sum to all practices which offer some appointments during the period. This is because a small number of practices appear in both the whole and partial period columns eg a practice may offer appointments for 3 days between 5 and 5.30 and the other 2 days between 5 and 5.20pm.

Health Board	2014 ⁽¹⁾						
	Offering appointments for part of the period		Offering appointments during the whole period		Offering appointments at any time during the period		Total practices Number
	Number	Percentage	Number	Percentage	Number	Percentage	
Betsi Cadwaladr University	16	14	91	80	106	93	114
Powys	2	12	16	94	17	100	17
Hywel Dda University	6	11	49	91	53	98	54
Abertawe Bro Morgannwg University	6	8	64	85	70	93	75
Cwm Taf University	0	0	46	100	46	100	46
Aneurin Bevan University	0	0	87	100	87	100	87
Cardiff and Vale University	1	2	65	98	66	100	66
Wales	31	7	418	91	445	97	459

(1) Note that the sum of the practices which offer appointments both for the whole period and for part of it do not sum to all practices which offer some appointments during the period. This is because a small number of practices appear in both the whole and partial period columns eg a practice may offer appointments for 3 days between 5 and 5.30 and the other 2 days between 5 and 5.20pm.

(r) See [revision](#) notes.

Appendix Table 10: Number and percentages of practices offering appointments between 17:30 and 18:00, 2 or more days per week, by Health Board

2012 ⁽¹⁾							
Health Board	Offering appointments for part of the period		Offering appointments during the whole period		Offering appointments at any time during the period		Total practices
	Number	Percentage	Number	Percentage	Number	Percentage	Number
Betsi Cadwaladr University	24	20	37	31	60	50	119
Powys	4	24	7	41	11	65	17
Hywel Dda University	14	25	18	33	32	58	55
Abertawe Bro Morgannwg University	20	26	14	18	34	44	77
Cwm Taf University	8	17	27	56	35	73	48
Aneurin Bevan University	4 r	4 r	83 r	92 r	87 r	97 r	90
Cardiff and Vale University	3	4	45	67	48	72	67
Wales	77 r	16 r	231 r	49 r	307 r	65 r	473

(1) Note that the sum of the practices which offer appointments both for the whole period and for part of it do not sum to all practices which offer some appointments during the period. This is because a small number of practices appear in both the whole and partial period columns eg a practice may offer appointments for 3 days between 5.30 and 6.00 and the other 2 days between 5.30 and 5.50pm.

(r) Administrative errors have been identified in relation to Aneurin Bevan ULHB data, which has also affected the Wales proportion. This data has been revised since the last publication.

2013 ⁽¹⁾							
Health Board	Offering appointments for part of the period		Offering appointments during the whole period		Offering appointments at any time during the period		Total practices
	Number	Percentage	Number	Percentage	Number	Percentage	Number
Betsi Cadwaladr University	19	17	39	34	57	50	115
Powys	7	41	7	41	13	76	17
Hywel Dda University	17	30	20	36	37	66	56
Abertawe Bro Morgannwg University	19	25	17	22	35	46	76
Cwm Taf University	0	0	48	100	48	100	48
Aneurin Bevan University	7 r	8 r	80 r	92 r	86 r	99 r	87
Cardiff and Vale University	4	6	46	69	50	75	67
Wales	73 r	16 r	257 r	55 r	326 r	70 r	466

(1) Note that the sum of the practices which offer appointments both for the whole period and for part of it do not sum to all practices which offer some appointments during the period. This is because a small number of practices appear in both the whole and partial period columns eg a practice may offer appointments for 3 days between 5.30 and 6.00 and the other 2 days between 5.30 and 5.50pm.

(r) Administrative errors have been identified in relation to Aneurin Bevan ULHB data, which has also affected the Wales proportion. This data has been revised since the last publication.

2014 ⁽¹⁾							
Health Board	Offering appointments for part of the period		Offering appointments during the whole period		Offering appointments at any time during the period		Total practices
	Number	Percentage	Number	Percentage	Number	Percentage	Number
Betsi Cadwaladr University	19	17	41	36	58	51	114
Powys	2	12	11	65	13	76	17
Hywel Dda University	11	20	26	48	37	69	54
Abertawe Bro Morgannwg University	15	20	31	41	45	60	75
Cwm Taf University	0	0	44	96	44	96	46
Aneurin Bevan University	7	8	80	92	86	99	87
Cardiff and Vale University	3	5	56	85	59	89	66
Wales	57	12	289	63	342	75	459

(1) Note that the sum of the practices which offer appointments both for the whole period and for part of it do not sum to all practices which offer some appointments during the period. This is because a small number of practices appear in both the whole and partial period columns eg a practice may offer appointments for 3 days between 5.30 and 6.00 and the other 2 days between 5.30 and 5.50pm.

(r) See [revision](#) notes.

Appendix Table 11: Number and percentages of practices offering appointments between 18:00 and 18:30, 2 or more days per week, by Health Board

Appendix Table 11: Number and percentages of practices offering appointments between 18:00 and 18:30, 2 or more days per week, b
2012 ⁽¹⁾

Health Board	Offering appointments for part of the period		Offering appointments during the whole period		Offering appointments at any time during the period		Total practices Number
	Number	Percentage	Number	Percentage	Number	Percentage	
Betsi Cadwaladr University	8	7	6	5	14	12	119
Powys	0	0	0	0	0	0	17
Hywel Dda University	1	2	3	5	4	7	55
Abertawe Bro Morgannwg University	2	3	1	1	3	4	77
Cwm Taf University	2	4	10	21	12	25	48
Aneurin Bevan University	4 r	4 r	6 r	7 r	9	10	90
Cardiff and Vale University	5	7	5	7	10	15	67
Wales	22 r	5	31 r	7 r	52	11	473

(1) Note that the sum of the practices which offer appointments both for the whole period and for part of it do not sum to all practices which offer some appointments during the period. This is because a small number of practices appear in both the whole and partial period columns eg a practice may offer appointments for 3 days between 6 and 6.30 and the other 2 days between 6 and 6.20pm.

(r) Administrative errors have been identified in relation to Aneurin Bevan ULHB data, which has also affected the Wales proportion. This data has has been revised since the last publication.

2013 ⁽¹⁾

Health Board	Offering appointments for part of the period		Offering appointments during the whole period		Offering appointments at any time during the period		Total practices Number
	Number	Percentage	Number	Percentage	Number	Percentage	
Betsi Cadwaladr University	3	3	5	4	8	7	115
Powys	2	12	0	0	2	12	17
Hywel Dda University	6	11	5	9	12	21	56
Abertawe Bro Morgannwg University	2	3	3	4	5	7	76
Cwm Taf University	4	8	37	77	41	85	48
Aneurin Bevan University	7 r	8 r	11 r	13 r	18	21	87
Cardiff and Vale University	4	6	10	15	14	21	67
Wales	28 r	6	71 r	15	100	21	466

(1) Note that the sum of the practices which offer appointments both for the whole period and for part of it do not sum to all practices which offer some appointments during the period. This is because a small number of practices appear in both the whole and partial period columns eg a practice may offer appointments for 3 days between 6 and 6.30 and the other 2 days between 6 and 6.20pm.

(r) Administrative errors have been identified in relation to Aneurin Bevan ULHB data, which has also affected the Wales proportion. This data has has been revised since the last publication.

2014 ⁽¹⁾

Health Board	Offering appointments for part of the period		Offering appointments during the whole period		Offering appointments at any time during the period		Total practices Number
	Number	Percentage	Number	Percentage	Number	Percentage	
Betsi Cadwaladr University	4	4	5	4	9	8	114
Powys	1	6	2	12	3	18	17
Hywel Dda University	6	11	7	13	13	24	54
Abertawe Bro Morgannwg University	4	5	7	9	11	15	75
Cwm Taf University	4	9	31	67	35	76	46
Aneurin Bevan University	6	7	9	10	15	17	87
Cardiff and Vale University	18	27	14	21	18	27	66
Wales	43	9	75	16	104	23	459

(1) Note that the sum of the practices which offer appointments both for the whole period and for part of it do not sum to all practices which offer some appointments during the period. This is because a small number of practices appear in both the whole and partial period columns eg a practice may offer appointments for 3 days between 6 and 6.30 and the other 2 days between 6 and 6.20pm.

(r) See [revision](#) notes.

Appendix Table 12: Number and percentages of practices offering appointments after 18:30, by number of week days and Health Board

Health Board	0 week days			1 week day			2 week days			3 week days			4 week days			5 week days		
	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014
Numbers																		
Betsi Cadwaladr University	119	115	114	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Powys	17	17	17	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hywel Dda University	40	52	50	12	4	3	1	0	0	1	0	0	0	0	0	1	0	1
Abertawe Bro Morgannwg University	56	57	75	18	17	0	2	2	0	1	0	0	0	0	0	0	0	0
Cwm Taf University	47	47	46	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Aneurin Bevan University	77	60 r	58	13	20 r	24	0	5	3	0	1	1	0	1	1	0	0	0
Cardiff and Vale University	66	67	66	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wales	422	415 r	426	45	42 r	27	3	7	3	2	1	1	0	1	1	1	0	1
Percentages																		
Betsi Cadwaladr University	100	100	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Powys	100	100	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hywel Dda University	73	93	93	22	7	6	2	0	0	2	0	0	0	0	0	2	0	2
Abertawe Bro Morgannwg University	73	75	100	23	22	0	3	3	0	1	0	0	0	0	0	0	0	0
Cwm Taf University	98	98	100	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Aneurin Bevan University	86	69 r	67	14	23 r	28	0	6	3	0	1	1	0	1	1	0	0	0
Cardiff and Vale University	99	100	100	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wales	89	89	93	10	9	6	1	2	1	0	0	0	0	0	0	0	0	0

(r) Administrative errors have been identified in relation to Aneurin Bevan ULHB data, which has also affected the Wales proportion. This data has been revised since the last publication.

See [revision](#) notes.

Programme for Government Indicators

GP Access indicators: <http://wales.gov.uk/about/programmeforgov/data?code=OU029&lang=en>

OU029a: Percentage of GP practices offering appointments between 17:00 and 18:30 on at least 2 week nights per week

OU029b: Percentage of GP practices open for the daily core hours (08:00 to 18:30, Monday to Friday) or within one hour of the daily core hours

Further information on the Programme for Government can be found at: <http://wales.gov.uk/about/programmeforgov/?lang=en>