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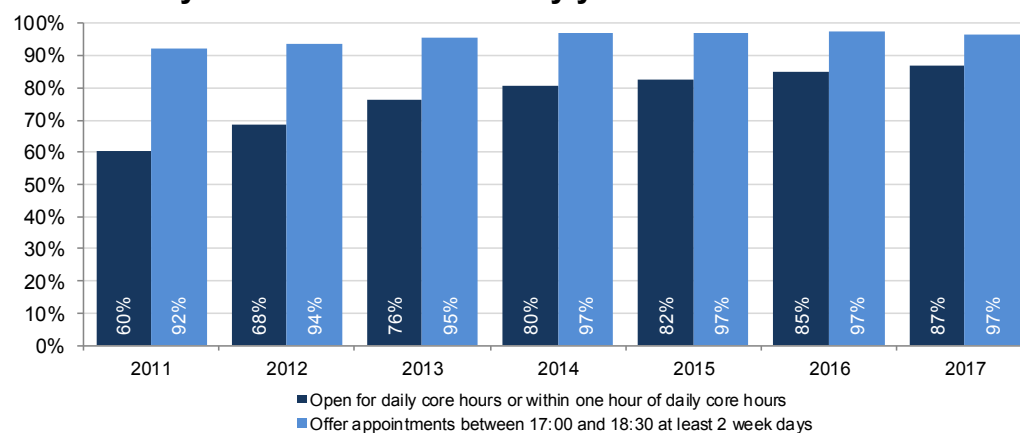
## GP Access in Wales, 2017

This release presents results for 2017 data at the Health Board and national level and makes comparisons to previously published 2015 and 2016 data.

Additional analyses by half hour periods are 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 published in the [Appendix](#).

### Chart 1: Key GP Access statistics by year



### Key Results

Of the 436 GP practices in Wales in 2017:

- 87 per cent (378 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 85 per cent (375 practices) in 2016. ([Chart 1](#), [Table 2](#))
- 97 per cent (421 practices) of practices offered appointments at any time between 17:00 and 18:30 at least 2 week days, the same percentage as in 2016 (429 practices). ([Chart 1](#), [Table 5](#))

Further key results are highlighted in the [Summary section](#).

### About this release

This Annual Statistical First Release provides information on GP opening hours and appointment times of every GP practice (main surgery) for each of the seven Health Boards in Wales, as at the end of November 2017.

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. 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.

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## Summary

### Opening Times

- In 2017, 51 per cent (222 practices) of GP practices were open all day for daily core hours, (08:00 to 18:30, Monday to Friday), a small increase from 50 per cent (220 practices) in 2016. ([Table 2](#))
- In 2017, 87 per cent (378 practices) of GP practices were open for daily core hours or within one hour of the daily core hours, Monday to Friday. This is a small increase from 85 per cent (375 practices) in 2016. ([Chart 1, Table 2](#))
- In 2017, 72 per cent (316 practices) of GP 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 a small increase from 71 per cent (312 practices) in 2016. ([Chart 3](#))
- In 2017, 3 per cent (12 practices) of GP practices were closed for half a day on one or more week days, the same percentage as in 2016 (15 practices). ([Table 3](#))

### Appointment Times

- Between 2016 and 2017 the percentage of practices offering appointments before 08:30 at least two week days remained at 19 per cent (83 practices in 2016, 82 practices in 2017) across Wales. ([Table 4](#))
- In 2017, 97 per cent (421 practices) of practices offered appointments at any time between 17:00 and 18:30 at least 2 week days, the same percentage as in 2016 (429 practices). ([Table 5](#))
- Considering appointments offered during the whole of each half hour period between 17:00 and 18:30 in 2017:
  - 92 per cent (402 practices) of practices offered appointments for the whole period between 17:00 and 17:30 on at least 2 week days ([Table 6](#));
  - 65 per cent (282 practices) of practices between 17:30 and 18:00 ([Table 7](#)); and
  - 16 per cent (68 practices) of practices between 18:00 and 18:30 ([Table 8](#)).
- 8 per cent (37 practices) of practices offered appointments after 18:30 on at least one week day in 2017, a small decrease from 9 per cent (41 practices) in 2016. ([Table 9](#))

## Introduction

The purpose of this release is to provide data and analysis on 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; there were 436 practices in 2017, as shown in Table 1.

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

Local Health Board	Number of Practices						
	2011	2012	2013	2014	2015	2016	2017
Betsi Cadwaladr University	119	119	115	114	112	109	109
Powys Teaching	17	17	17	17	17	17	17
Hywel Dda University	55	55	56	54	54	53	51
Abertawe Bro Morgannwg University	77	77	76	75	73	73	73
Cwm Taf University	48	48	48	46	46	42	41
Aneurin Bevan University	92	90	87	87	85	81	79
Cardiff and Vale University	68	67	67	66	66	66	66
<b>Wales</b>	<b>476</b>	<b>473</b>	<b>466</b>	<b>459</b>	<b>453</b>	<b>441</b>	<b>436</b>

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, and for the purpose of this release a 'week' refers to Monday to Friday. 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.

Caution should be taken when comparing percentage year on year at Local Health Board level as the number of practices in some areas is small.

## Opening Hours

“Opening hours” are defined as 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; and
- 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 2017, comparing it to 2016. 2015 data is provided in [Appendix Tables 1-3](#).

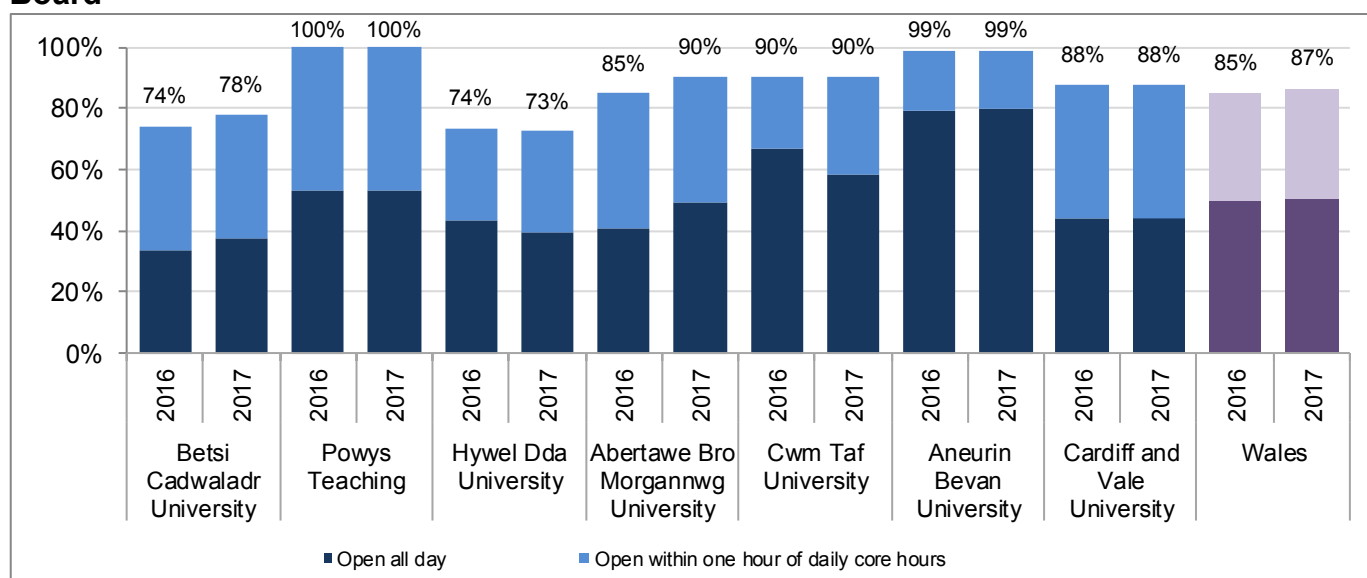
## Daily Opening Hours

For this section, 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 2015.

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



**Table 2: Daily opening hours, by Health Board <sup>(1)</sup>**

Percentage

Local Health Board	Open all day (daily core hours)			Open within one hour of daily core hours						Other practices <sup>(2)</sup>		
	2015	2016	2017	Closed for one hour or less for lunch			No lunch closures			2015	2016	2017
				2015	2016	2017	2015	2016	2017			
Betsi Cadwaladr University	26	34	38	3	4	3	45	37	38	27	26	22
Powys Teaching	53	53	53	0	0	0	47	47	47	0	0	0
Hywel Dda University	22	43	39	4	2	0	39	28	33	35	26	27
Abertawe Bro Morgannwg University	51	41	49	1	1	1	33	42	40	15	15	10
Cwm Taf University	67	67	59	0	0	0	26	24	32	7	10	10
Aneurin Bevan University	71	79	80	1	0	0	21	20	19	7	1	1
Cardiff and Vale University	39	44	44	6	6	6	38	38	38	17	12	12
<b>Wales</b>	<b>45</b>	<b>50</b>	<b>51</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>35</b>	<b>33</b>	<b>34</b>	<b>18</b>	<b>15</b>	<b>13</b>

(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 2017, 51 per cent (222 practices) of GP practices in Wales were open all day for daily core hours, a small increase from 50 per cent (220 practices) in 2016.
- Across Health Boards in 2017, the percentage of practices open all day for daily core hours ranged from 38 per cent in Betsi Cadwaladr University to 80 per cent in Aneurin Bevan.
- 36 per cent (156 practices) of GP practices in Wales in 2017 were open within one hour of daily core hours, a small increase from 35 per cent (155 practices) in 2016.
- Across Health Boards in 2017, the percentage of practices open within one hour of daily core hours ranged from 19 per cent in Aneurin Bevan to 47 per cent in Powys.
- In 2017, 87 per cent (378 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:
  - 51 per cent of practices open for daily core hours;
  - 2 per cent open for daily core hours but closed for one hour or less for lunch; and
  - 34 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 'other practices' fell from 15 per cent (66 practices) in 2016 to 13 per cent (58 practices) in 2017.
- Across Health Boards in 2017, Powys had no practices in the 'other practices' category, while 27 per cent of the practices in Hywel Dda were in this category.
- Abertawe Bro Morgannwg experienced the largest percentage point increase in practices open for daily core hours, from 41 per cent in 2016 to 49 per cent in 2017. Cwm Taf experienced the largest percentage point decrease in practices open for daily core hours, from 67 per cent in 2016 to 59 per cent in 2017.
- The percentage of practices open all day or within one hour of daily core hours in 2017 has increased or stayed the same in every Health Board except in Hywel Dda, which has decreased from 74 per cent in 2016 to 73 per cent in 2017.

## 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 was open between 08:00 and 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 2015.

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

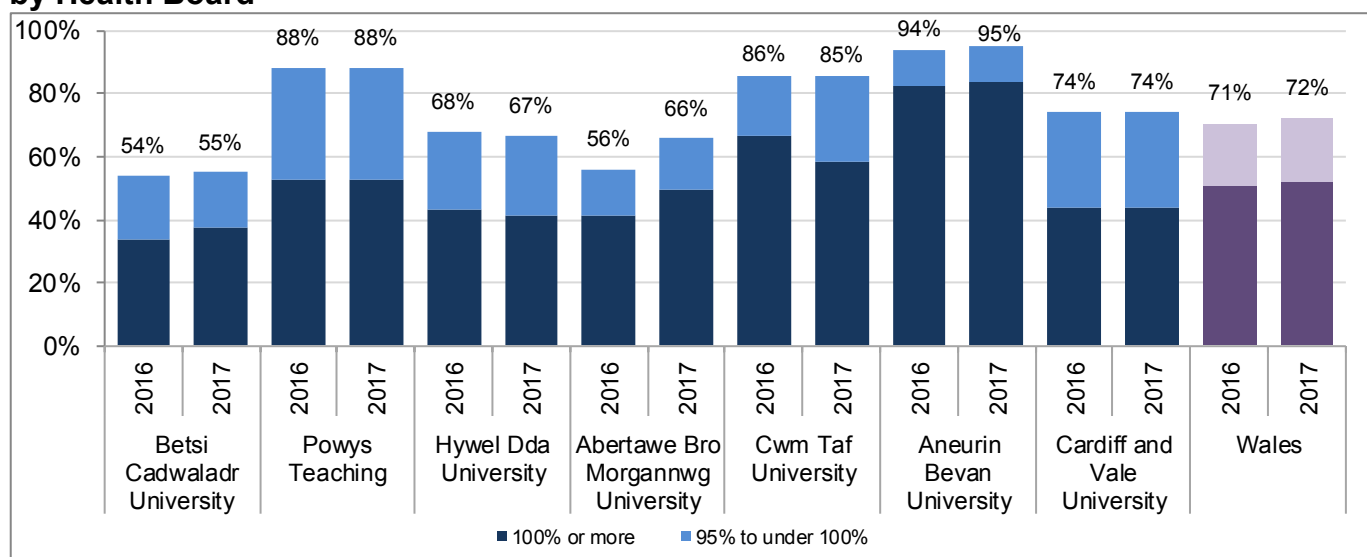


Chart 3 looks at the percentage of practices open for 95 per cent (49 hours and 53 minutes) or more of weekly total hours in 2016 and 2017. Each bar is split to show the percentage of practices open for 100 per cent (52 hours and 30 minutes) or more of weekly total hours and the percentage open for 95 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**

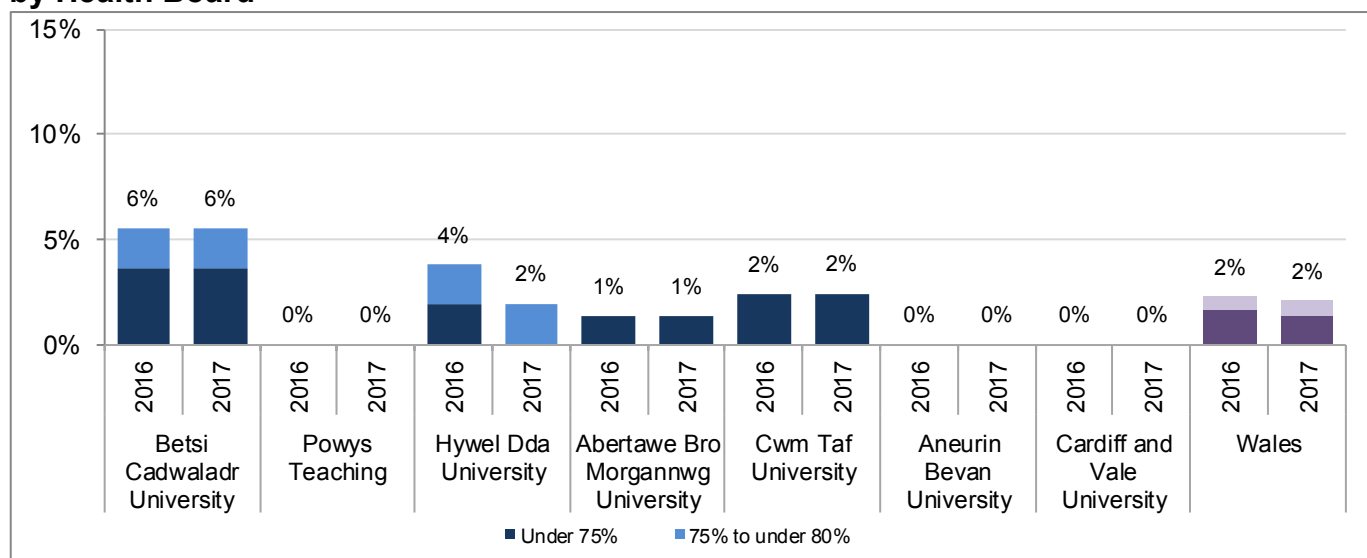


Chart 4 looks at how the percentage of practices open for 80 per cent (42 hours) or less of weekly total hours in 2017 compared to 2016. Each bar is split to show the percentage open for 75 per cent (39 hours and 23 minutes) or less of weekly total hours and the percentage open between 75 per cent and 80 per cent of weekly total hours.

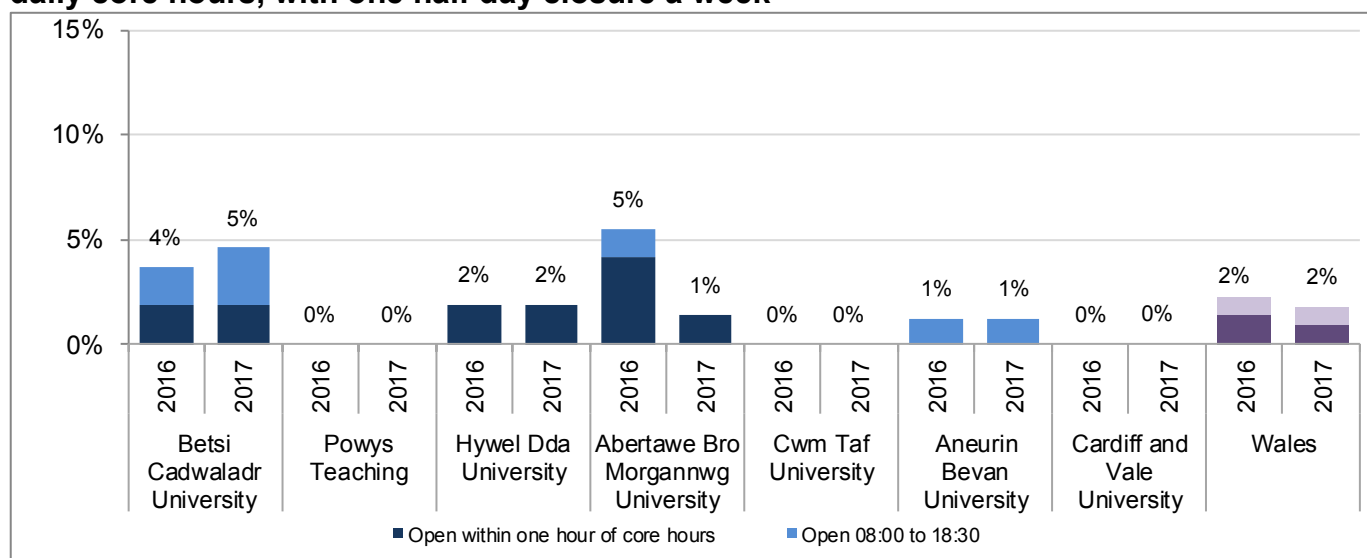
**Key results from Charts 3 and 4 (Weekly Opening Hours)**

- In 2017, 52 per cent (226 practices) of practices in Wales were open for 100 per cent or more of the weekly total hours, while 21 per cent (90 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 72 per cent (316 practices) of practices in Wales that were open for 95 per cent or more of weekly total hours in 2017; a small increase from 71 per cent (312 practices) in 2016.
- Across Health Boards in 2017, the percentage of practices open for 95 per cent or more of total weekly hours ranged from 55 per cent in Betsi Cadwaladr to 95 per cent in Aneurin Bevan.
- In 2017, 1 per cent (6 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 also 1 per cent (3 practices). This contributed to the 2 per cent (9 practices) of practices open for under 80 per cent of weekly total hours in 2017; similar to the percentage in 2016 (10 practices).
- Powys, Aneurin Bevan and Cardiff and Vale had no practices open for under 80 per cent of weekly total hours in 2017, while Betsi Cadwaladr had the highest percentage at 6 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 <sup>(1)</sup>**

Health Board	Percentage								
	Open within one hour of			Open within one hour of			Other Practices <sup>(2) (3)</sup>		
	Open 08:00 to 18:30			daily core hours					
	2015	2016	2017	2015	2016	2017	2015	2016	2017
Betsi Cadwaladr University	4	2	3	1	2	2	4	3	3
Powys Teaching	0	0	0	0	0	0	0	0	0
Hywel Dda University	2	0	0	4	2	2	4	4	2
Abertawe Bro Morgannwg University	1	1	0	3	4	1	0	0	0
Cwm Taf University	0	0	0	0	0	0	0	0	0
Aneurin Bevan University	2	1	1	1	0	0	0	0	0
Cardiff and Vale University	0	0	0	0	0	0	0	0	0
<b>Wales</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>

(1) Totals may not sum exactly due to rounding, e.g. in 2013 the sum was 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)**

- For Wales, in 2017, 3 per cent of practices (12 practices) had half day closures, a marginal decrease compared with 3 per cent (15 practices) in 2016.
- Across Health Boards in 2017, the percentage of practices with half day closures ranged from zero per cent in Cardiff and Vale, Cwm Taf and Powys, to 7 per cent in Betsi Cadwaladr.
- In 2017, 2 per cent (8 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 small decrease from 2 per cent (10 practices) in 2016.

## 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; and
- 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.

The range of staff supporting GP practices is expanding with the Welsh Government's primary care fund helping provide more additional primary care posts, including GPs, nursing posts, pharmacists, physiotherapists, advanced paramedics and occupational therapists who are part of a GP led multi-professional team. In addition, many GP practices also provide telephone consultation, including telephone triage, together with unplanned emergency sessions, extended specialist clinics (e.g. flu immunisations) and 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 relation to access to GP services, NHS Wales Informatics Services (NWIS) has developed [My Health Online \(MHOL\)](#), a service which enables patients to make GP appointments, order repeat prescriptions and update personal details online. In addition, GPs are now using [My Health Text](#) with the aim of delivering a number of benefits such as a reduction in DNA (did not attend) rates and improved patient experience.

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 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 2015 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”.

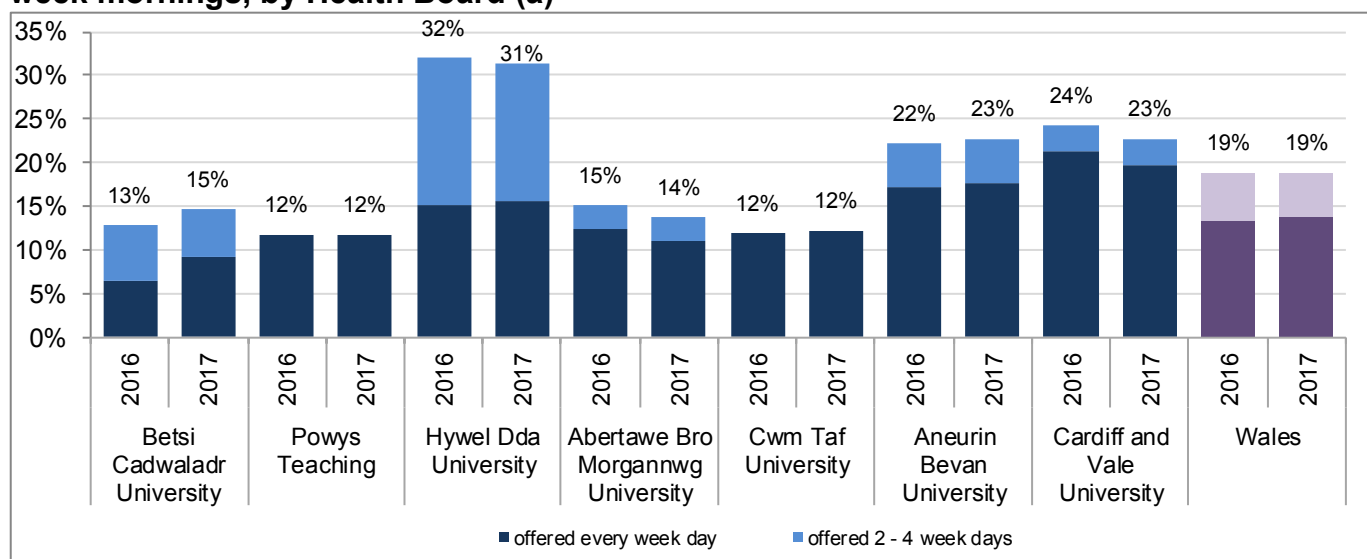
[Chart 9](#), [Table 6](#), [Appendix 7](#) and [Appendix 10](#) present the same data for 17:30 to 18:00. [Chart 10](#), [Table 7](#), [Appendix 8](#) and [Appendix 11](#) present the same data for 18:00 to 18:30.

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 2017, comparing it to 2016 and in some tables, to 2014.

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 (a)**



(a)The percentages shown on the chart shows the percentage of practices offering appointments before 08:30 at least two week mornings

**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		
	2015	2016	2017	2015	2016	2017	2015	2016	2017
Betsi Cadwaladr University	88	86	85	12	13	15	7	6	9
Powys Teaching	82	88	88	18	12	12	12	12	12
Hywel Dda University	80	60	65	11	32	31	7	15	16
Abertawe Bro Morgannwg University	82	84	85	16	15	14	14	12	11
Cwm Taf University	89	86	88	11	12	12	11	12	12
Aneurin Bevan University	71	67	63	20	22	23	14	17	18
Cardiff and Vale University	73	74	74	26	24	23	24	21	20
<b>Wales</b>	<b>81</b>	<b>77</b>	<b>78</b>	<b>16</b>	<b>19</b>	<b>19</b>	<b>13</b>	<b>13</b>	<b>14</b>

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)

- Just under four out of five practices in Wales did not offer any appointments before 08:30 on any mornings; this has changed only a little since 2012.
- Between 2016 and 2017, the percentage of practices offering appointments before 08:30 on at least two week days in Wales remained at 19 per cent (83 practices in 2016, 82 practices in

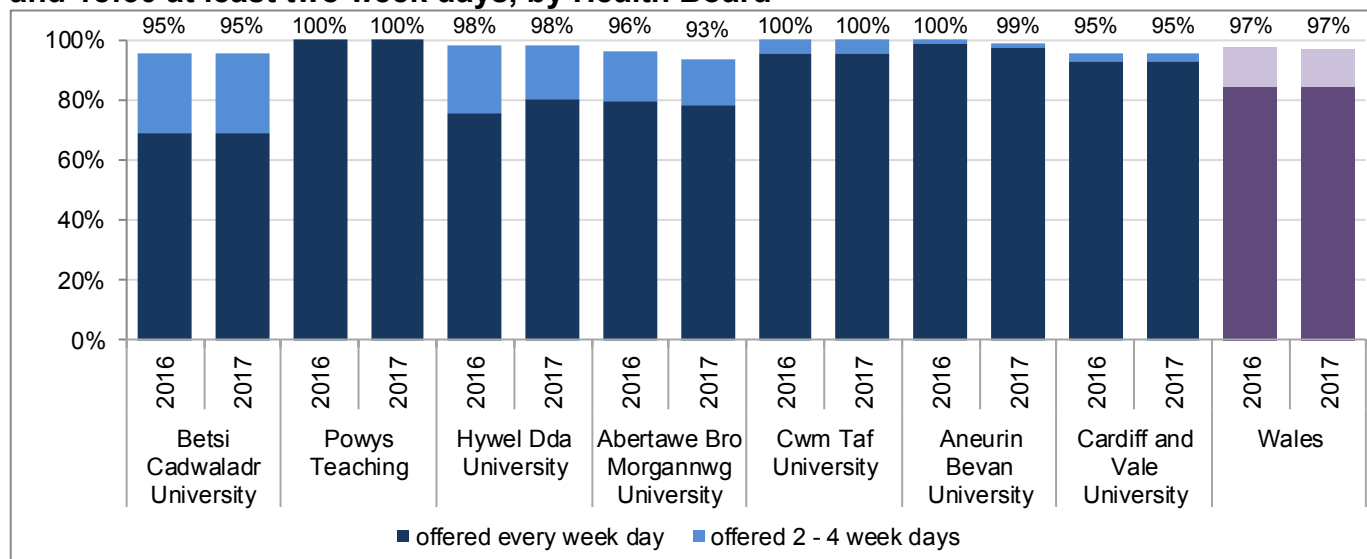


2017). Across Health Boards in 2017, the percentage ranged from 12 per cent in Powys and Cwm Taf to 31 per cent in Hywel Dda.

- In 2017, 14 per cent (60 practices) of practices in Wales offered appointments before 08:30 every week day, an increase from 13 per cent in 2016 (57 practices).

### 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		
	2015	2016	2017	2015	2016	2017	2015	2016	2017
Betsi Cadwaladr University	6	3	4	92	95	95	55	69	69
Powys Teaching	0	0	0	100	100	100	94	100	100
Hywel Dda University	0	2	2	98	98	98	65	75	80
Abertawe Bro Morgannwg University	3	4	7	96	96	93	78	79	78
Cwm Taf University	0	0	0	100	100	100	93	95	95
Aneurin Bevan University	0	0	1	100	100	99	95	99	97
Cardiff and Vale University	0	5	5	100	95	95	94	92	92
<b>Wales</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>97</b>	<b>97</b>	<b>97</b>	<b>79</b>	<b>84</b>	<b>84</b>

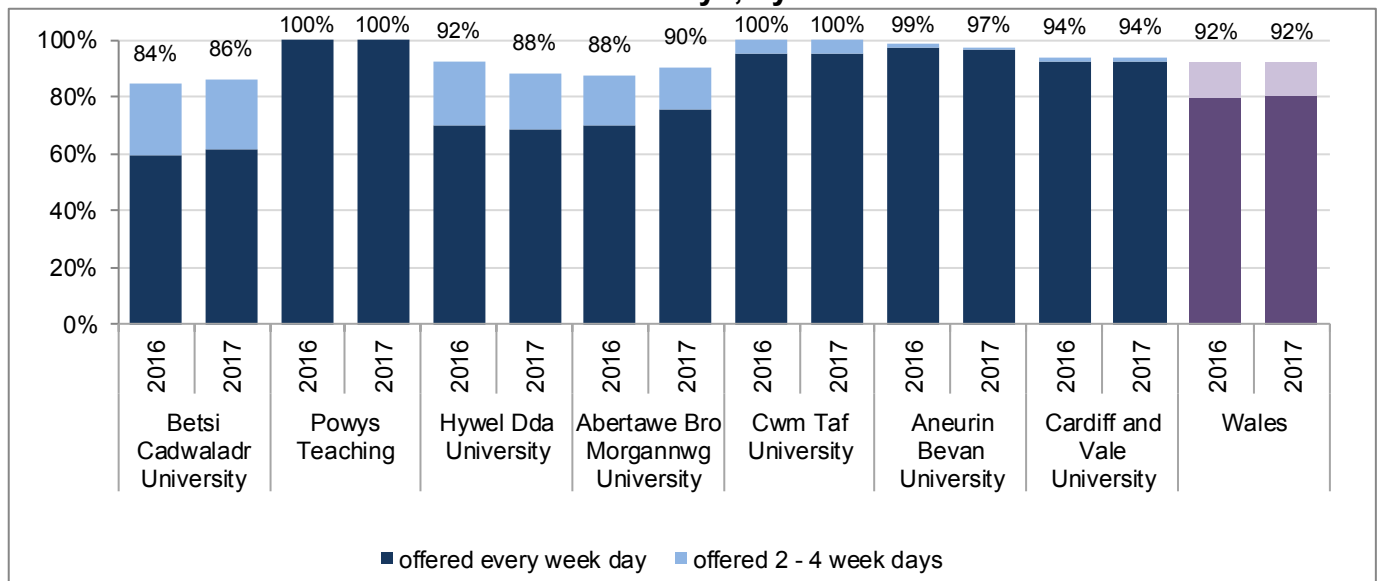
A more detailed table with further information is presented in [Appendix Table 5](#).

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

- In 2017, 97 per cent (421 practices) of practices in Wales offered appointments at any time between 17:00 and 18:30 at least two week days, the same percentage as in 2016 (429 practices). At Health Board level, Cwm Taf and Powys 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 remained at 84 per cent (371 practices in 2016, 367 practices in 2017).
- In 2017, 3 per cent (14 practices) of practices in Wales did not offer any appointments at any time between 17:00 and 18:30, an increase from 2 per cent in 2016 (10 practices).

**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		
	2015	2016	2017	2015	2016	2017	2015	2016	2017
Betsi Cadwaladr University	19	11	12	79	84	86	49	60	61
Powys Teaching	0	0	0	94	100	100	88	100	100
Hywel Dda University	6	8	10	91	92	88	59	70	69
Abertawe Bro Morgannwg University	10	11	8	88	88	90	70	70	75
Cwm Taf University	0	0	0	100	100	100	93	95	95
Aneurin Bevan University	0	1	3	100	99	97	94	98	96
Cardiff and Vale University	2	6	6	98	94	94	91	92	92
<b>Wales</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>91</b>	<b>92</b>	<b>92</b>	<b>74</b>	<b>79</b>	<b>80</b>

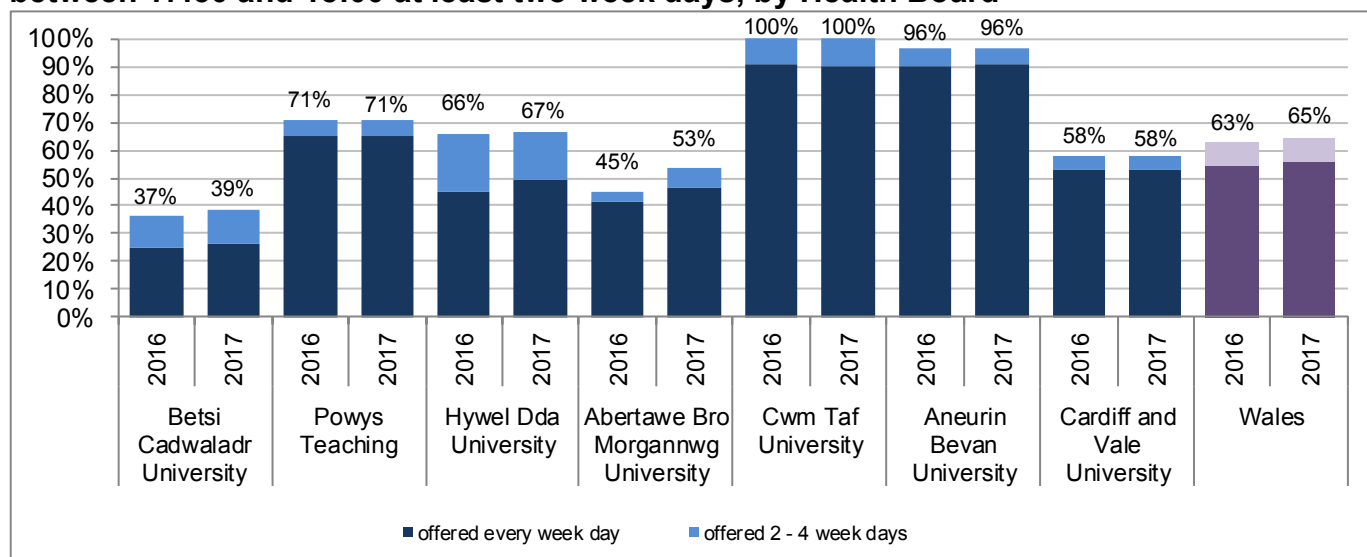
A more detailed table with further information is presented in [Appendix Table 6](#) and [Appendix Table 9](#).

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

- In 2017, 92 per cent (402 practices) of practices in Wales offered appointments during the whole half hour between 17:00 and 17:30 at least two week days, no percentage change to 2016 (406 practices).
- At Health Board level, the percentage ranged from 86 per cent in Betsi Cadwaladr to the maximum 100 per cent in Cwm Taf and Powys.
- The percentage of practices across Wales offering appointments during the whole half hour between 17:00 and 17:30 every week day increased marginally to 80 per cent (350 practices) of practices in 2017 compared to 79 per cent (350 practices) of practices in 2016.
- The percentage of practices across Wales that offered no appointments during the whole half hour between 17:00 and 17:30 on any week day stayed the same at 7 per cent (30 practices) in 2017 compared to 2016 (29 practices).

## 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**



**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		
	2015	2016	2017	2015	2016	2017	2015	2016	2017
Betsi Cadwaladr University	63	61	61	34	37	39	18	25	27
Powys Teaching	29	29	29	71	71	71	59	65	65
Hywel Dda University	33	28	29	57	66	67	39	45	49
Abertawe Bro Morgannwg University	51	49	42	44	45	53	38	41	47
Cwm Taf University	2	0	0	98	100	100	89	90	90
Aneurin Bevan University	6	4	4	94	96	96	85	90	91
Cardiff and Vale University	15	39	39	85	58	58	77	53	53
<b>Wales</b>	<b>32</b>	<b>34</b>	<b>34</b>	<b>65</b>	<b>63</b>	<b>65</b>	<b>54</b>	<b>54</b>	<b>56</b>

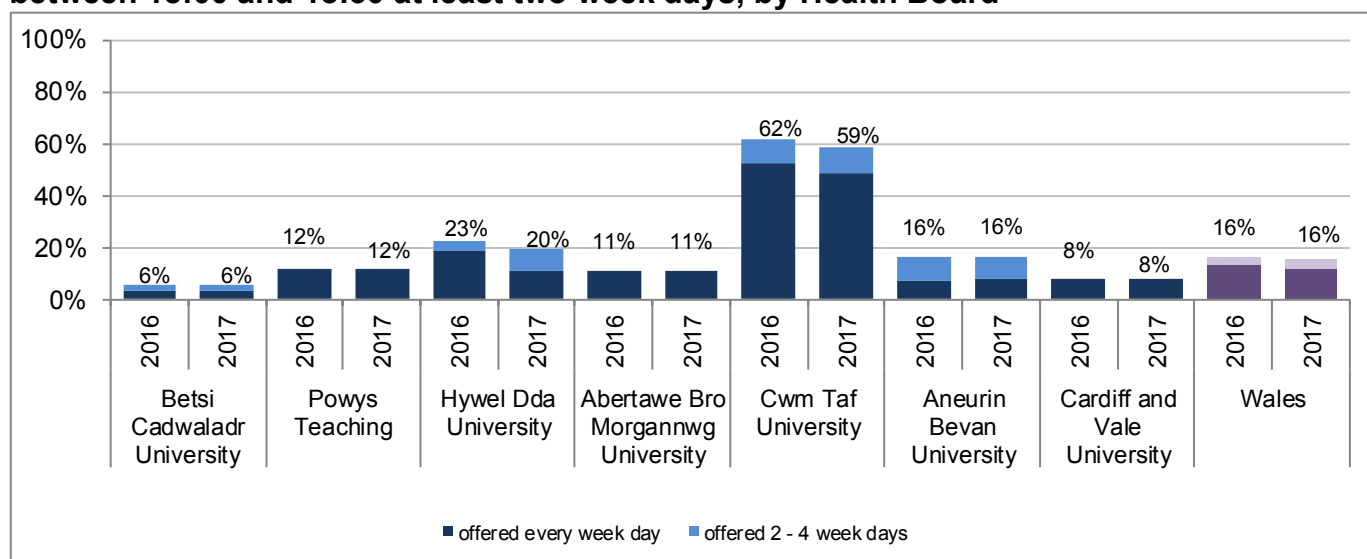
A more detailed table with further information is presented in [Appendix Table 7](#) and [Appendix Table 10](#).

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

- In 2017, 65 per cent (282 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 63 per cent (278 practices) in 2016.
- There is a large range at Health Board level, the percentage ranging from 39 per cent in Betsi Cadwaladr to 100 per cent in Cwm Taf.
- In 2017, the percentage of practices across Wales offering appointments during the whole half hour between 17:30 and 18:00 every week day increased to 56 per cent (243 practices) from 54 per cent (238 practices) in 2016.
- In 2017, 34 per cent (147 practices) of practices in Wales offered no appointments during the whole half hour between 17:30 and 18:00 on any week day, no percentage change from 2016 (152 practices).

## 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**



**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		
	2015	2016	2017	2015	2016	2017	2015	2016	2017
Betsi Cadwaladr University	96	94	94	4	6	6	3	4	4
Powys Teaching	88	88	88	12	12	12	12	12	12
Hywel Dda University	78	74	78	20	23	20	15	19	14
Abertawe Bro Morgannwg University	86	89	89	11	11	11	11	11	11
Cwm Taf University	33	38	41	67	62	59	59	52	49
Aneurin Bevan University	72	64	67	11	16	16	4	7	8
Cardiff and Vale University	77	92	92	21	8	8	21	8	8
<b>Wales</b>	<b>78</b>	<b>80</b>	<b>81</b>	<b>17</b>	<b>16</b>	<b>16</b>	<b>14</b>	<b>13</b>	<b>12</b>

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

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

- In 2017, 16 per cent (68 practices) of practices in Wales offered appointments during the whole half hour between 18:00 and 18:30 at least two week days, no percentage change from 2016 (72 practices).
- At Health Board level, the percentage ranged widely from 6 per cent in Betsi Cadwaladr to 59 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 13 per cent (57 practices) in 2016 to 12 per cent (52 practices) in 2017.
- In 2017, 81 per cent (354 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 increase from 80 per cent (351 practices) in 2016.

## Extended Opening Hours

In 2008-09, four new clinical [Directed Enhanced Services](#) (DEs) 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. The extended hours included appointments offered before 8:00 and after 18:30.

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.

In 2017 there were 37 practices (8 per cent) that were open for extended hours at least one week day.

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	<i>Percentage</i>									
	Open for Extended Hours at least one week day (a)					Offer appointments after 18:30 at least one week day				
	2013	2014	2015	2016	2017	2013	2014	2015	2016	2017
Betsi Cadwaladr University	0	0	0	0	0	0	0	0	0	0
Powys Teaching	0	0	0	0	0	0	0	0	0	0
Hywel Dda University	5	6	7	8	8	7	7	13	11	10
Abertawe Bro Morgannwg University	29	0	0	0	0	25	0	1	0	0
Cwm Taf University	8	0	0	0	0	2	0	0	0	0
Aneurin Bevan University	32	33	34	44	42	31	33	34	43	41
Cardiff and Vale University	0	0	0	0	0	0	0	0	0	0
<b>Wales</b>	<b>12</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>8</b>	<b>11</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>8</b>

(a) Extended hours include appointments offered before 8am and after 18:30.

Note: Abertawe Bro Morgannwg and Cwm Taf University health boards decommissioned this service in 2014.

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

### **Key results from Table 9 (Extended Services)**

- In 2017, 8 per cent of practices in Wales were open for extended hours at least one week day, a small decrease compared to 9 per cent in 2016.
- The only practices offering Extended Services were in Hywel Dda and Aneurin Bevan University Health Boards.
- 8 per cent of practices in Wales offered appointments after 18:30 at least one week day in 2016, a slight decrease from 9 per cent in 2016. Note that this includes a number of practices which offered appointments only up to 18:45. No practices in Betsi Cadwaladr, Powys, Cwm Taf or Cardiff and Vale offered any appointments after 18:30 at least one week day in 2014, 2015, 2016 or 2017.

### **Weekend Appointments**

There is 1 practice in Wales that offer appointments on Saturdays. This practice is in Aneurin Bevan University Health Board.

### **The National Survey for Wales**

The release '[National Survey for Wales: Headline results, April 2016 – March 2017](#)' includes a small section about GP Access. In addition a GP Services bulletin will be published from National Survey for Wales in April 2018.

There are also some tables that relate to GP Access and satisfaction with GP services under the [National Survey section of StatsWales](#).



## Key Quality Information

### Data Coverage

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.

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.

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. This could be before 08:00 or after 18:30.

Abertawe Bro Morgannwg and Cwm Taf University Health Boards decommissioned this service in 2014.

Where practices operate on a fortnightly timetable (fewer than ten practices) the week with the most hours has been used.

Separate statistical articles on [GP Opening Hours and GP Appointment Times](#) were published by the Welsh Government in 2012.

## Relevance

### What are the potential uses of these statistics?

These statistics will be used in a variety of ways. Some examples of these are:

- advice to Ministers;
- to inform debate in the National Assembly for Wales and beyond; and
- to make publically available data on GP access in Wales.

### Who are the key potential users of this data?

These statistics will be useful both within and outside the Welsh Government. Some of the key potential users are:

- Ministers and the Members Research Service in the National Assembly for Wales;
- Local Health Boards;
- Local Authorities;
- GP Practices;
- Department for Health and Social Services in the Welsh Government;
- other areas of the Welsh Government;
- National Health Service (eg Workforce, Education & Development Services (WEDS)) AND Public Health Wales
- the research community;
- students, academics and universities;
- individual citizens and private companies.

The statistics may also be useful for other UK governments

- Northern Ireland Executive's Department of Health, Social Services and Public Safety
- Scottish Government
- Department of Health in England.

## Accuracy

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.

Each year the seven Health Boards are contacted directly and asked to provide opening hours and appointment times of their GP main surgeries. The data are captured in a spreadsheet. There is guidance within the spreadsheet, updated and improved each year, which assists users in completing the form. Since 2015, in order to reduce the burden on the NHS, the data from the previous year has been provided to Health Boards and they are asked to amend the records and add any new practices. Once the forms have been submitted, statisticians within the Welsh Government review the data and query any anomalies with local health boards to ensure accuracy of the data received, and before tables are published. The data is correct as at the end of November 2017 (covering the period from December 2016 to November 2017).

Due to the variable natures of the services offered by a branch surgery, the information within the release is 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.

### **Timeliness and punctuality**

Data was collected during November and January. This release was published in February meeting the planned date of publication.

### **Accessibility and clarity**

This statistical release is pre-announced and then published on the Statistics section of the Welsh Government website.

### **Comparability and coherence**

This Statistical Release mainly provides figures at a Health Board level.

### **Revisions**

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

## **Well-being of Future Generations Act (WFG)**

The Well-being of Future Generations Act 2015 is about improving the social, economic, environmental and cultural well-being of Wales. The Act puts in place seven well-being goals for Wales. These are for a more equal, prosperous, resilient, healthier and globally responsible Wales, with cohesive communities and a vibrant culture and thriving Welsh language. Under section (10)(1) of the Act, the Welsh Ministers must (a) publish indicators (“national indicators”) that must be applied for the purpose of measuring progress towards the achievement of the Well-being goals, and (b) lay a copy of the national indicators before the National Assembly. The 46 national indicators were laid in March 2016.

Information on the indicators, along with narratives for each of the well-being goals and associated technical information is available in the [Well-being of Wales report](#).

Further information on the [Well-being of Future Generations \(Wales\) Act 2015](#).

The statistics included in this release could also provide supporting narrative to the national indicators and be used by public services boards in relation to their local well-being assessments and local well-being plans.

## Further details

The document is available at: <http://gov.wales/statistics-and-research/gp-access-wales/?lang=en>

## We want your feedback

We welcome any feedback on any aspect of these statistics which can be provided by email to [stats.healthinfo@gov.wales](mailto:stats.healthinfo@gov.wales).

## Next update

February 2019 (provisional)

## Open Government Licence

All content is available under the [Open Government Licence v3.0](#), except where otherwise stated.



## 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		
	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
<b>Numbers</b>																		
Betsi Cadwaladr University	73	64	58	1	1	0	1	1	2	2	1	2	6	5	6	29	37	41
Powys Teaching	8	8	8	0	0	0	0	0	0	0	0	0	0	0	0	9	9	9
Hywel Dda University	39	23	28	1	3	0	0	2	1	0	0	0	2	2	2	12	23	20
Abertawe Bro Morgannwg University	35	42	37	0	0	0	0	0	0	0	0	0	1	1	0	37	30	36
Cwm Taf University	14	12	15	0	0	0	1	1	1	0	0	0	0	1	1	31	28	24
Aneurin Bevan University	21	16	15	1	0	0	0	0	0	0	0	0	3	1	1	60	64	63
Cardiff and Vale University	38	36	36	1	1	1	0	0	0	0	0	0	1	0	0	26	29	29
<b>Wales</b>	<b>228</b>	<b>201</b>	<b>197</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>13</b>	<b>10</b>	<b>10</b>	<b>204</b>	<b>220</b>	<b>222</b>
<b>Percentages</b>																		
Betsi Cadwaladr University	65	59	53	1	1	0	1	1	2	2	1	2	5	5	6	26	34	38
Powys Teaching	47	47	47	0	0	0	0	0	0	0	0	0	0	0	0	53	53	53
Hywel Dda University	72	43	55	2	6	0	0	4	2	0	0	0	4	4	4	22	43	39
Abertawe Bro Morgannwg University	48	58	51	0	0	0	0	0	0	0	0	0	1	1	0	51	41	49
Cwm Taf University	30	29	37	0	0	0	2	2	2	0	0	0	0	2	2	67	67	59
Aneurin Bevan University	25	20	19	1	0	0	0	0	0	0	0	0	4	1	1	71	79	80
Cardiff and Vale University	58	55	55	2	2	2	0	0	0	0	0	0	2	0	0	39	44	44
<b>Wales</b>	<b>50</b>	<b>46</b>	<b>45</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>45</b>	<b>50</b>	<b>51</b>

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

Health Board	Percentage																				
	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		
	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
Betsi Cadwaladr University	3	4	4	4	2	2	4	5	2	12	7	8	29	28	29	23	20	17	26	34	38
Powys Teaching	0	0	0	0	0	0	0	0	0	0	0	0	12	12	12	35	35	35	53	53	53
Hywel Dda University	2	2	0	2	2	2	0	0	0	15	13	16	33	15	16	24	25	25	24	43	41
Abertawe Bro Morgannwg University	1	1	1	0	0	0	7	10	5	5	3	1	25	30	26	11	15	16	51	41	49
Cwm Taf University	2	2	2	0	0	0	0	0	0	2	2	2	9	10	10	20	19	27	67	67	59
Aneurin Bevan University	1	0	0	0	0	0	2	0	0	4	1	1	5	5	4	14	11	11	74	83	84
Cardiff and Vale University	0	0	0	0	0	0	5	2	2	6	8	8	20	17	17	30	30	30	39	44	44
<b>Wales</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>7</b>	<b>5</b>	<b>6</b>	<b>20</b>	<b>19</b>	<b>18</b>	<b>21</b>	<b>20</b>	<b>21</b>	<b>46</b>	<b>51</b>	<b>52</b>

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**

Health Board	<i>Percentage</i>											
	Open 08:00 to 18:30			Open within one hour of daily core hours			Other Practices (a)			Total		
	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
Betsi Cadwaladr University	4	2	3	1	2	2	4	3	3	8	6	7
Powys Teaching	0	0	0	0	0	0	0	0	0	0	0	0
Hywel Dda University	2	0	0	4	2	2	4	4	2	9	6	4
Abertawe Bro Morgannwg University	1	1	0	3	4	1	0	0	0	4	5	1
Cwm Taf University	0	0	0	0	0	0	0	0	0	0	0	0
Aneurin Bevan University	2	1	1	1	0	0	0	0	0	4	1	1
Cardiff and Vale University	0	0	0	0	0	0	0	0	0	0	0	0
<b>Wales</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>3</b>

(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**

Health Board	0 week days			1 week day			2 week days			3 week days			4 week days			5 week days		
	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
<b>Numbers</b>																		
Betsi Cadwaladr University	99	94	93	0	1	0	1	3	2	2	1	3	2	3	1	8	7	10
Powys Teaching	14	15	15	0	0	0	0	0	0	1	0	0	0	0	0	2	2	2
Hywel Dda University	43	32	33	5	4	2	0	4	5	2	4	2	0	1	1	4	8	8
Abertawe Bro Morgannwg University	60	61	62	1	1	1	1	1	1	0	0	0	1	1	1	10	9	8
Cwm Taf University	41	36	36	0	1	0	0	0	0	0	0	0	0	0	0	5	5	5
Aneurin Bevan University	60	54	50	8	9	11	3	2	2	0	1	1	2	1	1	12	14	14
Cardiff and Vale University	48	49	49	1	1	2	0	2	2	1	0	0	0	0	0	16	14	13
<b>Wales</b>	<b>365</b>	<b>341</b>	<b>338</b>	<b>15</b>	<b>17</b>	<b>16</b>	<b>5</b>	<b>12</b>	<b>12</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>57</b>	<b>59</b>	<b>60</b>
<b>Percentages</b>																		
Betsi Cadwaladr University	88	86	85	0	1	0	1	3	2	2	1	3	2	3	1	7	6	9
Powys Teaching	82	88	88	0	0	0	0	0	0	6	0	0	0	0	0	12	12	12
Hywel Dda University	80	60	65	9	8	4	0	8	10	4	8	4	0	2	2	7	15	16
Abertawe Bro Morgannwg University	82	84	85	1	1	1	1	1	1	0	0	0	1	1	1	14	12	11
Cwm Taf University	89	86	88	0	2	0	0	0	0	0	0	0	0	0	0	11	12	12
Aneurin Bevan University	71	67	63	9	11	14	4	2	3	0	1	1	2	1	1	14	17	18
Cardiff and Vale University	73	74	74	2	2	3	0	3	3	2	0	0	0	0	0	24	21	20
<b>Wales</b>	<b>81</b>	<b>77</b>	<b>78</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>13</b>	<b>13</b>	<b>14</b>



**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**

Health Board	0 week days			1 week day			2 week days			3 week days			4 week days			5 week days		
	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
<b>Numbers</b>																		
Betsi Cadwaladr University	7	3	4	2	2	1	5	2	5	9	9	6	27	18	18	62	75	75
Powys Teaching	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	16	17	17
Hywel Dda University	0	1	1	1	0	0	4	1	0	2	4	1	12	7	8	35	40	41
Abertawe Bro Morgannwg University	2	3	5	1	0	0	1	1	2	1	1	2	11	10	7	57	58	57
Cwm Taf University	0	0	0	0	0	0	0	0	0	0	0	0	3	2	2	43	40	39
Aneurin Bevan University	0	0	1	0	0	0	0	0	0	0	0	0	4	1	1	81	80	77
Cardiff and Vale University	0	3	3	0	0	0	1	0	0	0	1	1	3	1	1	62	61	61
<b>Wales</b>	<b>9</b>	<b>10</b>	<b>14</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>11</b>	<b>4</b>	<b>7</b>	<b>12</b>	<b>15</b>	<b>10</b>	<b>61</b>	<b>39</b>	<b>37</b>	<b>356</b>	<b>371</b>	<b>367</b>
<b>Percentages</b>																		
Betsi Cadwaladr University	6	3	4	2	2	1	4	2	5	8	8	6	24	17	17	55	69	69
Powys Teaching	0	0	0	0	0	0	0	0	0	0	0	0	6	0	0	94	100	100
Hywel Dda University	0	2	2	2	0	0	7	2	0	4	8	2	22	13	16	65	75	80
Abertawe Bro Morgannwg University	3	4	7	1	0	0	1	1	3	1	1	3	15	14	10	78	79	78
Cwm Taf University	0	0	0	0	0	0	0	0	0	0	0	0	7	5	5	93	95	95
Aneurin Bevan University	0	0	1	0	0	0	0	0	0	0	0	0	5	1	1	95	99	97
Cardiff and Vale University	0	5	5	0	0	0	2	0	0	0	2	2	5	2	2	94	92	92
<b>Wales</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>13</b>	<b>9</b>	<b>8</b>	<b>79</b>	<b>84</b>	<b>84</b>

**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		
	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
<b>Numbers</b>																		
Betsi Cadwaladr University	21	12	13	2	5	2	4	2	5	9	9	6	21	16	16	55	65	67
Powys Teaching	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	15	17	17
Hywel Dda University	3	4	5	2	0	1	6	2	1	1	2	1	10	8	8	32	37	35
Abertawe Bro Morgannwg University	7	8	6	2	1	1	2	2	2	0	1	3	11	10	6	51	51	55
Cwm Taf University	0	0	0	0	0	0	0	0	0	0	0	0	3	2	2	43	40	39
Aneurin Bevan University	0	1	2	0	0	0	0	0	0	0	0	0	5	1	1	80	79	76
Cardiff and Vale University	1	4	4	0	0	0	1	0	0	0	1	1	4	0	0	60	61	61
<b>Wales</b>	<b>32</b>	<b>29</b>	<b>30</b>	<b>7</b>	<b>6</b>	<b>4</b>	<b>13</b>	<b>6</b>	<b>8</b>	<b>11</b>	<b>13</b>	<b>11</b>	<b>54</b>	<b>37</b>	<b>33</b>	<b>336</b>	<b>350</b>	<b>350</b>
<b>Percentages</b>																		
Betsi Cadwaladr University	19	11	12	2	5	2	4	2	5	8	8	6	19	15	15	49	60	61
Powys Teaching	0	0	0	6	0	0	0	0	0	6	0	0	0	0	0	88	100	100
Hywel Dda University	6	8	10	4	0	2	11	4	2	2	4	2	19	15	16	59	70	69
Abertawe Bro Morgannwg University	10	11	8	3	1	1	3	3	3	0	1	4	15	14	8	70	70	75
Cwm Taf University	0	0	0	0	0	0	0	0	0	0	0	0	7	5	5	93	95	95
Aneurin Bevan University	0	1	3	0	0	0	0	0	0	0	0	0	6	1	1	94	98	96
Cardiff and Vale University	2	6	6	0	0	0	2	0	0	0	2	2	6	0	0	91	92	92
<b>Wales</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>12</b>	<b>8</b>	<b>8</b>	<b>74</b>	<b>79</b>	<b>80</b>

**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		
	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
<b>Numbers</b>																		
Betsi Cadwaladr University	71	67	67	3	2	0	2	1	3	6	4	3	10	8	7	20	27	29
Powys Teaching	5	5	5	0	0	0	1	0	0	0	0	0	1	1	1	10	11	11
Hywel Dda University	18	15	15	5	3	2	3	3	1	0	2	2	7	6	6	21	24	25
Abertawe Bro Morgannwg University	37	36	31	4	4	3	1	1	1	0	0	1	3	2	3	28	30	34
Cwm Taf University	1	0	0	0	0	0	0	0	0	0	0	0	4	4	4	41	38	37
Aneurin Bevan University	5	3	3	0	0	0	0	1	1	0	0	0	8	4	3	72	73	72
Cardiff and Vale University	10	26	26	0	2	2	1	0	0	1	0	0	3	3	3	51	35	35
<b>Wales</b>	<b>147</b>	<b>152</b>	<b>147</b>	<b>12</b>	<b>11</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>36</b>	<b>28</b>	<b>27</b>	<b>243</b>	<b>238</b>	<b>243</b>
<b>Percentages</b>																		
Betsi Cadwaladr University	63	61	61	3	2	0	2	1	3	5	4	3	9	7	6	18	25	27
Powys Teaching	29	29	29	0	0	0	6	0	0	0	0	0	6	6	6	59	65	65
Hywel Dda University	33	28	29	9	6	4	6	6	2	0	4	4	13	11	12	39	45	49
Abertawe Bro Morgannwg University	51	49	42	5	5	4	1	1	1	0	0	1	4	3	4	38	41	47
Cwm Taf University	2	0	0	0	0	0	0	0	0	0	0	0	9	10	10	89	90	90
Aneurin Bevan University	6	4	4	0	0	0	0	1	1	0	0	0	9	5	4	85	90	91
Cardiff and Vale University	15	39	39	0	3	3	2	0	0	2	0	0	5	5	5	77	53	53
<b>Wales</b>	<b>32</b>	<b>34</b>	<b>34</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>54</b>	<b>54</b>	<b>56</b>

**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		
	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
<b>Numbers</b>																		
Betsi Cadwaladr University	107	103	103	1	0	0	0	1	1	0	0	0	1	1	1	3	4	4
Powys Teaching	15	15	15	0	0	0	0	0	0	0	0	0	0	0	0	2	2	2
Hywel Dda University	42	39	40	1	2	1	0	0	0	2	0	0	1	2	3	8	10	7
Abertawe Bro Morgannwg University	63	65	65	2	0	0	0	0	0	0	0	0	0	0	0	8	8	8
Cwm Taf University	15	16	17	0	0	0	0	0	0	0	0	0	4	4	4	27	22	20
Aneurin Bevan University	61	52	53	15	16	13	3	6	6	0	0	0	3	1	1	3	6	6
Cardiff and Vale University	51	61	61	1	0	0	0	0	0	0	0	0	0	0	0	14	5	5
<b>Wales</b>	<b>354</b>	<b>351</b>	<b>354</b>	<b>20</b>	<b>18</b>	<b>14</b>	<b>3</b>	<b>7</b>	<b>7</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>8</b>	<b>9</b>	<b>65</b>	<b>57</b>	<b>52</b>
<b>Percentages</b>																		
Betsi Cadwaladr University	96	94	94	1	0	0	0	1	1	0	0	0	1	1	1	3	4	4
Powys Teaching	88	88	88	0	0	0	0	0	0	0	0	0	0	0	0	12	12	12
Hywel Dda University	78	74	78	2	4	2	0	0	0	4	0	0	2	4	6	15	19	14
Abertawe Bro Morgannwg University	86	89	89	3	0	0	0	0	0	0	0	0	0	0	0	11	11	11
Cwm Taf University	33	38	41	0	0	0	0	0	0	0	0	0	9	10	10	59	52	49
Aneurin Bevan University	72	64	67	18	20	16	4	7	8	0	0	0	4	1	1	4	7	8
Cardiff and Vale University	77	92	92	2	0	0	0	0	0	0	0	0	0	0	0	21	8	8
<b>Wales</b>	<b>78</b>	<b>80</b>	<b>81</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>14</b>	<b>13</b>	<b>12</b>

## 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

2015 <sup>(1)</sup>

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	13	12	89	79	102	91	112
Powys Teaching	2	12	16	94	17	100	17
Hywel Dda University	7	13	49	91	53	98	54
Abertawe Bro Morgannwg University	7	10	64	88	70	96	73
Cwm Taf University	0	0	46	100	46	100	46
Aneurin Bevan University	0	0	85	100	85	100	85
Cardiff and Vale University	1	2	65	98	66	100	66
<b>Wales</b>	<b>30</b>	<b>7</b>	<b>414</b>	<b>91</b>	<b>439</b>	<b>97</b>	<b>453</b>

(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.

2016 <sup>(1)</sup>

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	13	12	92	84	104	95	109
Powys Teaching	0	0	17	100	17	100	17
Hywel Dda University	4	8	49	92	52	98	53
Abertawe Bro Morgannwg University	7	10	64	88	70	96	73
Cwm Taf University	0	0	42	100	42	100	42
Aneurin Bevan University	0	0	80	99	80	99	81
Cardiff and Vale University	1	2	62	94	63	95	66
<b>Wales</b>	<b>25</b>	<b>6</b>	<b>406</b>	<b>92</b>	<b>428</b>	<b>97</b>	<b>441</b>

(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.

2017 <sup>(1)</sup>

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	11	10	94	86	104	95	109
Powys Teaching	0	0	17	100	17	100	17
Hywel Dda University	7	14	45	88	50	98	51
Abertawe Bro Morgannwg University	3	4	66	90	68	93	73
Cwm Taf University	0	0	41	100	41	100	41
Aneurin Bevan University	0	0	77	97	77	97	79
Cardiff and Vale University	1	2	62	94	63	95	66
<b>Wales</b>	<b>22</b>	<b>5</b>	<b>402</b>	<b>92</b>	<b>420</b>	<b>96</b>	<b>436</b>

(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.

**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**

2015<sup>(1)</sup>

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	22	20	38	34	58	52	112
Powys Teaching	1	6	12	71	13	76	17
Hywel Dda University	12	22	31	57	43	80	54
Abertawe Bro Morgannwg University	15	21	32	44	48	66	73
Cwm Taf University	0	0	45	98	45	98	46
Aneurin Bevan University	4	5	80	94	84	99	85
Cardiff and Vale University	3	5	56	85	59	89	66
<b>Wales</b>	<b>57</b>	<b>13</b>	<b>294</b>	<b>65</b>	<b>350</b>	<b>77</b>	<b>453</b>

(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.

2016<sup>(1)</sup>

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	25	23	40	37	65	60	109
Powys Teaching	1	6	12	71	13	76	17
Hywel Dda University	11	21	35	66	45	85	53
Abertawe Bro Morgannwg University	13	18	33	45	47	64	73
Cwm Taf University	0	0	42	100	42	100	42
Aneurin Bevan University	2	2	78	96	80	99	81
Cardiff and Vale University	9	14	38	58	49	74	66
<b>Wales</b>	<b>61</b>	<b>14</b>	<b>278</b>	<b>63</b>	<b>341</b>	<b>77</b>	<b>441</b>

(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.

2017<sup>(1)</sup>

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	20	18	42	39	62	57	109
Powys Teaching	1	6	12	71	13	76	17
Hywel Dda University	8	16	34	67	41	80	51
Abertawe Bro Morgannwg University	17	23	39	53	56	77	73
Cwm Taf University	0	0	41	100	41	100	41
Aneurin Bevan University	2	3	76	96	78	99	79
Cardiff and Vale University	9	14	38	58	49	74	66
<b>Wales</b>	<b>57</b>	<b>13</b>	<b>282</b>	<b>65</b>	<b>340</b>	<b>78</b>	<b>436</b>

(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.

**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**

2015 <sup>(1)</sup>

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	3	3	4	4	7	6	112
Powys Teaching	1	6	2	12	3	18	17
Hywel Dda University	6	11	11	20	16	30	54
Abertawe Bro Morgannwg University	8	11	8	11	16	22	73
Cwm Taf University	4	9	31	67	35	76	46
Aneurin Bevan University	7	8	9	11	16	19	85
Cardiff and Vale University	4	6	14	21	18	27	66
<b>Wales</b>	<b>33</b>	<b>7</b>	<b>79</b>	<b>17</b>	<b>111</b>	<b>25</b>	<b>453</b>

(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.

2016 <sup>(1)</sup>

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	6	6	6	6	12	11	109
Powys Teaching	1	6	2	12	3	18	17
Hywel Dda University	11	21	12	23	23	43	53
Abertawe Bro Morgannwg University	8	11	8	11	16	22	73
Cwm Taf University	4	10	26	62	30	71	42
Aneurin Bevan University	9	11	13	16	21	26	81
Cardiff and Vale University	3	5	5	8	8	12	66
<b>Wales</b>	<b>42</b>	<b>10</b>	<b>72</b>	<b>16</b>	<b>113</b>	<b>26</b>	<b>441</b>

(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.

2017 <sup>(1)</sup>

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	6	6	6	6	12	11	109
Powys Teaching	1	6	2	12	3	18	17
Hywel Dda University	9	18	10	20	19	37	51
Abertawe Bro Morgannwg University	8	11	8	11	16	22	73
Cwm Taf University	3	7	24	59	27	66	41
Aneurin Bevan University	8	10	13	16	20	25	79
Cardiff and Vale University	3	5	5	8	8	12	66
<b>Wales</b>	<b>38</b>	<b>9</b>	<b>68</b>	<b>16</b>	<b>105</b>	<b>24</b>	<b>436</b>

(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.

**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		
	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
<b>Numbers</b>																		
Betsi Cadwaladr University	112	109	109	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Powys Teaching	17	17	17	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hywel Dda University	47	47	46	2	4	4	0	0	0	1	0	0	1	1	1	3	1	0
Abertawe Bro Morgannwg University	72	73	73	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cwm Taf University	46	42	41	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aneurin Bevan University	56	46	47	24	28	25	3	6	6	1	0	0	1	0	0	0	1	1
Cardiff and Vale University	66	66	66	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Wales</b>	<b>416</b>	<b>400</b>	<b>399</b>	<b>27</b>	<b>32</b>	<b>29</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>
<b>Percentages</b>																		
Betsi Cadwaladr University	100	100	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Powys Teaching	100	100	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hywel Dda University	87	89	90	4	8	8	0	0	0	2	0	0	2	2	2	6	2	0
Abertawe Bro Morgannwg University	99	100	100	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cwm Taf University	100	100	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aneurin Bevan University	66	57	59	28	35	32	4	7	8	1	0	0	1	0	0	0	1	1
Cardiff and Vale University	100	100	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Wales</b>	<b>92</b>	<b>91</b>	<b>92</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>



**Appendix Table 13: Percentage of GP Practices open for daily core hours or within one hour of daily core hours and those that Offer appointments between 17:00 and 18:30 at least 2 week days**

<b>Health Board</b>	<i>Percentage</i>					
	Open for daily core hours or within one hour of daily core hours			Offer appointments between 17:00 and 18:30 at least 2 week days		
	2015	2016	2017	2015	2016	2017
Betsi Cadwaladr University	73	74	78	92	95	95
Powys Teaching	100	100	100	100	100	100
Hywel Dda University	65	74	73	98	98	98
Abertawe Bro Morgannwg University	85	85	90	96	96	93
Cwm Taf University	93	90	90	100	100	100
Aneurin Bevan University	93	99	99	100	100	99
Cardiff and Vale University	83	88	88	100	95	95
<b>Wales</b>	<b>82</b>	<b>85</b>	<b>87</b>	<b>97</b>	<b>97</b>	<b>97</b>