

THORNBURY ROAD CENTRE FOR HEALTH PATIENT PARTICIPATION REPORT 2013/14

| PRACTICE POPULATION PROFILE | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|------------|---------------------------------------|--------|--|---------|--|---------|--|---------|----------------------|---------|---|---------|--|---------|--------------------------------------|---------|---|------|---------------------------------------|---|--|-------|-------------------------------------|-------|--------|------|---------------|------|---|------|---|------|-------|-----|
| <p>Thornbury road Centre for Health is located in Isleworth - Middlesex, an area with a predominantly middle-aged population and a diverse ethnic mix. We have a current patient population of approximately 6600.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Age</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Age Range</th> <th style="text-align: left;">Percentage</th> </tr> </thead> <tbody> <tr><td>0 - 17</td><td>18.8%</td></tr> <tr><td>18 - 24</td><td>7.2%</td></tr> <tr><td>25 - 34</td><td>17.1%</td></tr> <tr><td>35 - 44</td><td>15.2%</td></tr> <tr><td>45 - 54</td><td>14.3%</td></tr> <tr><td>55 - 64</td><td>10.1%</td></tr> <tr><td>65 - 74</td><td>8.6%</td></tr> <tr><td>75 - 84</td><td>5.6%</td></tr> <tr><td>85+</td><td>2.1%</td></tr> </tbody> </table> | Age Range | Percentage | 0 - 17 | 18.8% | 18 - 24 | 7.2% | 25 - 34 | 17.1% | 35 - 44 | 15.2% | 45 - 54 | 14.3% | 55 - 64 | 10.1% | 65 - 74 | 8.6% | 75 - 84 | 5.6% | 85+ | 2.1% | <p>Sex</p> <table style="width: 100%; border-collapse: collapse;"> <tbody> <tr><td>Male</td><td>47.7%</td></tr> <tr><td>Female</td><td>52.3%</td></tr> </tbody> </table> | Male | 47.7% | Female | 52.3% | | | | | | | | | | |
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| 35 - 44 | 15.2% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 45 - 54 | 14.3% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 55 - 64 | 10.1% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 65 - 74 | 8.6% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 75 - 84 | 5.6% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 85+ | 2.1% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| <p>Ethnicity</p> <table style="width: 100%; border-collapse: collapse;"> <tbody> <tr><td>English - ethnic category 2001 census</td><td style="text-align: right;">28%</td></tr> <tr><td>Indian or British Indian - ethnic category 2001 census</td><td style="text-align: right;">20%</td></tr> <tr><td>Other White background - ethnic category 2001 census</td><td style="text-align: right;">19.9%</td></tr> <tr><td>British or mixed British - ethnic category 2001 census</td><td style="text-align: right;">18.3%</td></tr> <tr><td>White - ethnic group</td><td style="text-align: right;">7%</td></tr> <tr><td>White British - ethnic category 2001 census</td><td style="text-align: right;">4.9%</td></tr> <tr><td>Pakistani or British Pakistani - ethnic category 2001 census</td><td style="text-align: right;">4.9%</td></tr> <tr><td>Polish - ethnic category 2001 census</td><td style="text-align: right;">3.7%</td></tr> <tr><td>White Irish - ethnic category 2001 census</td><td style="text-align: right;">3.8%</td></tr> <tr><td>African - ethnic category 2001 census</td><td style="text-align: right;">2.9%</td></tr> <tr><td>Other Asian background - ethnic category 2001 census</td><td style="text-align: right;">2%</td></tr> <tr><td>Irish - ethnic category 2001 census</td><td style="text-align: right;">2.8%</td></tr> <tr><td>Indian</td><td style="text-align: right;">1.3%</td></tr> <tr><td>White British</td><td style="text-align: right;">1.2%</td></tr> <tr><td>White and Asian - ethnic category 2001 census</td><td style="text-align: right;">1.2%</td></tr> <tr><td>Caribbean - ethnic category 2001 census</td><td style="text-align: right;">1.1%</td></tr> <tr><td>Other</td><td style="text-align: right;">20%</td></tr> </tbody> </table> | | English - ethnic category 2001 census | 28% | Indian or British Indian - ethnic category 2001 census | 20% | Other White background - ethnic category 2001 census | 19.9% | British or mixed British - ethnic category 2001 census | 18.3% | White - ethnic group | 7% | White British - ethnic category 2001 census | 4.9% | Pakistani or British Pakistani - ethnic category 2001 census | 4.9% | Polish - ethnic category 2001 census | 3.7% | White Irish - ethnic category 2001 census | 3.8% | African - ethnic category 2001 census | 2.9% | Other Asian background - ethnic category 2001 census | 2% | Irish - ethnic category 2001 census | 2.8% | Indian | 1.3% | White British | 1.2% | White and Asian - ethnic category 2001 census | 1.2% | Caribbean - ethnic category 2001 census | 1.1% | Other | 20% |
| English - ethnic category 2001 census | 28% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Irish - ethnic category 2001 census | 2.8% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Indian | 1.3% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| White British | 1.2% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| White and Asian - ethnic category 2001 census | 1.2% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Caribbean - ethnic category 2001 census | 1.1% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Other | 20% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Working patterns of patients / Levels of unemployment: Of the patients with employment status recorded on their record (36%):</p> <table style="width: 100%; border-collapse: collapse;"> <tbody> <tr><td>Retired</td><td style="text-align: right;">17%</td></tr> <tr><td>Employed</td><td style="text-align: right;">36%</td></tr> <tr><td>Unemployed</td><td style="text-align: right;">29%</td></tr> <tr><td>Student</td><td style="text-align: right;">17%</td></tr> </tbody> </table> <p>Only 36% of registered patients had an employment status on their record. The figures above may not be accurate of the actual practice population as they are in contrast with the current figures for Brentford which show only a 2.7% unemployment rate</p> | | Retired | 17% | Employed | 36% | Unemployed | 29% | Student | 17% | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Retired | 17% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employed | 36% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Unemployed | 29% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Student | 17% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

(<https://www.google.co.uk/#q=isleworth+unemployment+rate>).

Carers:

Officially we have 118 carers recorded; this is 1.8% of the practice population. It is thought that this is a gross underestimation of the actual number of carers which is estimated at about 10%.

Care groups, e.g. Nursing Homes, Learning Disability Community, Mental Health Groups

The practice does not provide care for any nursing homes, however we do have approximately 38 housebound patients.

The practice mental health population is 1.1%
The practice learning disability population is 0.7%

PRG PROFILE

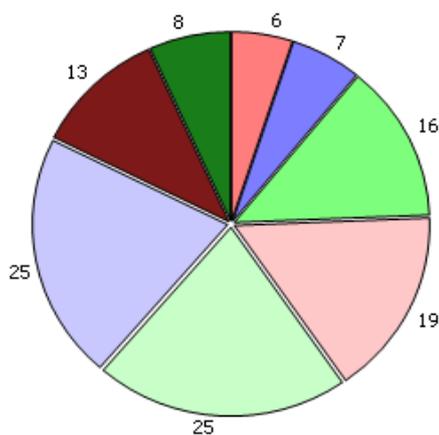
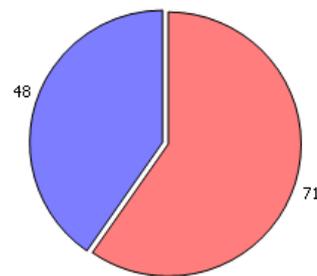
When signing up to the patient group, patients are asked to complete demographic information for the purpose of ensuring that we receive feedback from a representative sample of the patients registered at this practice.

Age

| | |
|------------|-------|
| Under 16 | 5% |
| 17 - 24 | 8% |
| 25 - 34 | 13% |
| 35 - 44 | 16% |
| 45 - 54 | 21% |
| 55 - 64 | 21% |
| 65 - 74 | 11% |
| 75 - 84 | 7% |
| 85 or Over | 0.00% |

Sex

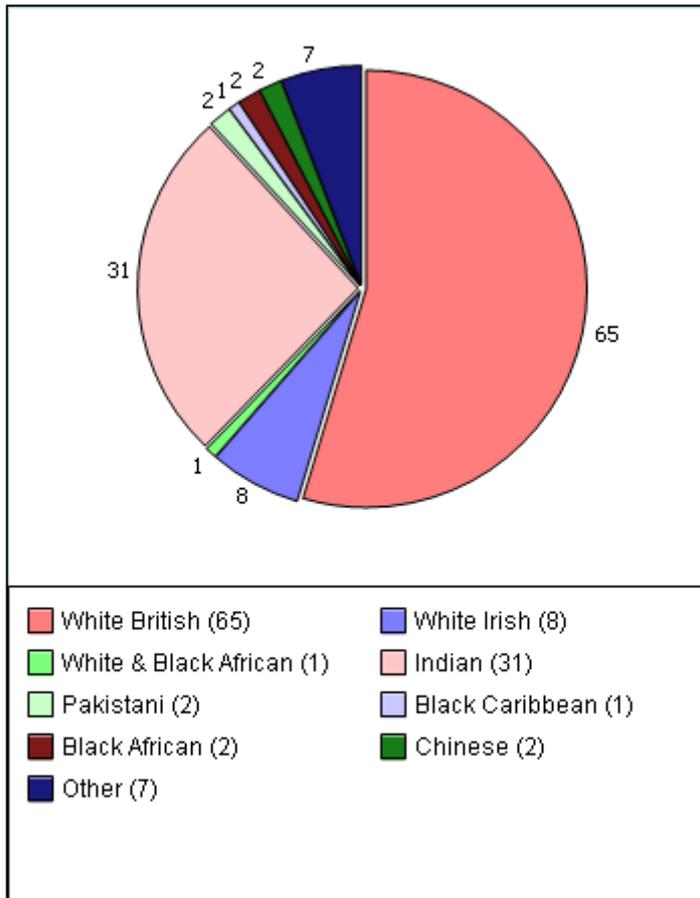
| | |
|--------|-----|
| Male | 41% |
| Female | 59% |



| | |
|--------------|--------------|
| Under 16 (6) | 17 - 24 (7) |
| 25 - 34 (16) | 35 - 44 (19) |
| 45 - 54 (25) | 55 - 64 (25) |
| 65 - 74 (13) | 75 - 84 (8) |

Ethnicity

| | |
|----------------------|------|
| White British | 54% |
| White Irish | 7% |
| White & Black Africa | 0.8% |
| Indian | 26% |
| Pakistani | 1.6% |
| Black Carribean | 0.8% |
| Black African | 1.6% |
| Chinese | 1.6% |
| Other | 6% |



Working patterns of patients/Levels of unemployment

| | |
|----------------------|-----|
| Retired | 21% |
| Employed | 57% |
| Unemployed | 6% |
| Doing something else | 6% |
| No response | 10% |

The working patterns and levels of employment of patients in the PRG do not differ greatly from that of the recorded practice population. There is a slight over-representation of the 'retired' group, but this could be the result of having more spare time than employed patients and a greater interest in the practice because they attend more frequently. There is an under-representation of the 'unemployed' group, but this figure may be more realistic, when compared with the official Brentford unemployment rate.

The percentage of unemployed participants is lower than that of the general practice population but is closer to the expected level for the area which is 2.7%.

Carers

48% of the respondents to this year's survey listed that they were a care giver. There is a major difference between this percentage and the percentage of carers recorded at the practice (1.8%). This discrepancy is likely due to a combination of:

- underestimation of carers recorded at the practice
- the reluctance of patients to identify themselves as carers officially
- The misinterpretation of the definition of the term carer.

Care groups

4 housebound patients responded to the survey (10 were sent out)

DIFFERENCES BETWEEN THE PRACTICE POPULATION AND MEMBERS OF THE PRG

The Practice Virtual Patient Participation Group (vPPG) was formed towards the end of 2011. To attract volunteers we have details on our website (including on-line application process), posters in our Waiting Room, details on our digital patient call system and patients are approached opportunistically when visiting the surgery. This process was repeated in 2012 and 2013 in an attempt to recruit new members.

We currently have 119 members of our virtual patient participation group (30% increase compared with last year), with a cross section of ages, sexes and ethnic backgrounds. Out of the 119 members, 33 patients responded to this year's online questionnaire.

Based on the details given by patients during the application process it can be noted that the virtual patient participation group is fairly representative. It was noted that there are some groups that are underrepresented or not represented at all.

Ethnicity:

- Under representation from the black / African / Caribbean / Black British ethnic group.
- No representation from the Arab ethnic group
- Over representation from the Indian ethnic Group
- Over representation of White ethnic group

Age:

- Under representation for the under 16 age group
- No representation from the over 85 age group
- Over representation for the 45-54 age group and 55-64 age group

Gender:

- Over representation of females compared to males

Although there were some discrepancies, the demographics of the patient participation group did not greatly diverge from the demographics of the general patient population. In cases where there was a large discrepancy, this could be attributed to external factors, such as discrepancies in the practice population data.

The demographic details of the group from last year were reviewed to identify the underrepresented groups. These groups were targeted by the clinicians during consultation which resulted in an improvement in the representation of demographic features compared to the previous year, for example an increase in representation from the under 16s and 17-24s (no representation last year).

It was concluded that the difference in the demographics of the group and general practice population was a result of patient preference rather than lack of opportunity as all groups were targeted opportunistically and indiscriminately during the yearly recruitment processes.

We considered other significant groups who use our service and should be represented, and decided to send paper copies of questionnaires to housebound patients. Out of the 10 sent out, 4 were returned.

VALIDATE THE SURVEY AND ACTION PLAN THROUGH THE PATIENT PARTICIPATION REPORT

SURVEY

Priorities for the survey were agreed with the PRG

In Aug 2013, all members of the patient participation group were e-mailed to ask for their views and opinions regarding what should be included in this year's survey. This was an open question that enabled the patient participation group to highlight any areas they felt were priority for discussion.

A second e-mail was sent out in December, giving the group an additional opportunity to highlight any topics they felt were a priority for this year's survey. 9% of the members responded, which was a greater response rate than last year (5% - 2012).

The topics highlighted using this technique were collated and discussed at a manager's meeting with the partners and assistant manager. The following areas prioritised by the patients:

- Reception service
- Waiting times
- Contacting the surgery
- Community services
- Booking appointments
- Changes following last year's action plan

During the meeting the partners and managers discussed which areas they felt were priority and included review of;

- complaints received from patients over the previous 3 months
- comments on NHS choices website

On the basis of the ideas generated at the meeting and the suggestions raised by the patient group, a set of questions were developed for the practice survey.

The patient survey therefore included suggestions agreed as priority by the PRG.

The development of the survey

The questions were drawn up using the same format as the national patient satisfaction survey. Based on the patient group priorities, the Practice Manager developed a set of questions which aimed to cover the key areas listed in depth, rather than multiple areas in less detail. A meeting was arranged with the manager, assistant manager and partners to discuss the questions as a group, made some amendments and added extra questions based on suggestions made by the patient group and staff. Some questions were reused from the 2012/13 survey to measure consistency of satisfaction.

It was deemed that such wide involvement from the practice staff, GP partners and the vPRG meant that the process completed in designing the new survey was credible and responsive to the guidelines set out for the project by the DES.

The survey questions covered the following areas:

- Accessing GP services
- Telephone Access
- Satisfaction with reception service
- Booking appointments
- Telephone triage service
- Patient satisfaction
- Out of hours
- Minor ailments services
- Community services

Please describe how you carried out the survey?

Once the survey draft had been finalised, we created an online version of the survey using the "My Surgery Office" survey tool. My Surgery Office is a reputable company which provides our practice website and also provides websites to 3340 practices across the UK. The internet is now widely used so the practice felt this was a good way to contact a representative sample of the registered patients.

In January 2014 the online survey was published through the practice website and an e-mail was sent to all patients who had signed up to the virtual patient participation group (119 patients) informing them that the survey was up and running, supplying the link to the survey and requesting them to complete the survey at their earliest convenience. The survey was also advertised on the patient call board in the surgery reception for all patients to see and was promoted on the home page of our practice website.

Two further e-mails were sent to the patient group supplying the same information and requesting any non-responders to please fill in the survey asap. We also sent 10 paper copies of the questionnaire to housebound patients.

Credibility of the results

The response was slightly disappointing; out of 129 surveys sent out there were only 33 responses (25% response rate), although every effort was made to encourage patients to complete our survey. The low response rate was discussed with members of the vPRG and it was concluded that we would include possible solutions to the poor response rate in the final action plan for this year.

A learning point for our next survey will be to include and ask patients if they suffer from any long term medical conditions to make a comparison with the general practice population.

Please specify the dates the survey was carried out.

15/1/14 – 17/2/14

What were the survey results?

The survey results were collated into easy to read pie charts via our website and were published on the practice website 17/2/14. A link to the results was sent via e-mail to all vPRG members for review.

<http://www.mysurgeryoffice.co.uk/psurvey.aspx?p=182287&v=E85001>



survey results.pdf

Summary of results:

- 39% of respondents did not find it easy to get through on the phone
- 90% of respondents found the reception staff helpful
- 75% of respondents book their appointments by phone
- 30% of respondents were not aware of the GP telephone advice service
- 36% of respondents had not tried to speak to the GP on the phone
- All those that had used the telephone advice service found the clinician helpful and would use it again
- 24% of respondents had difficulty using the electronic booking system
- Only 33% of respondents had used the online services user guide
- Generally patients were satisfied with their last GP / nurse appointment
- 93% of respondents rated their overall experience as good or very good and 90% of respondents would recommend the surgery to someone that has just moved to the area
- 60% of respondents were not aware of the out of hours service or how to contact them
- 81% of respondents were aware of the minor ailments service at local pharmacies
- Most patients had not used the community services so were unable to answer those questions

ACTION PLAN

Please describe how you agreed the action plan with the PRG?

In February 2014 an internet discussion forum was set up on the 'My Health London' website. This created a platform on which the members of the virtual patient participation group could review the survey results, make suggestions for improvements to our service and enabled discussion between themselves and with the practice.

An e-mail was dispatched to all members of the vPRG on 17/2/14, informing them the survey had been closed and asking them for suggestions, comments and feedback on the survey results.

Unfortunately, despite two e-mail reminders, none of the vPRG members wrote in the forum and only a few patients responded by e-mail.

Based on the issues identified by the survey, free text comments made by members of the PRG and the response from PRG members regarding the survey results, a draft action plan was drawn up by the Practice manager. This draft was reviewed by the partners of the practice and a copy sent via e-mail to the PRG (13/3/14). The members were asked to review the action plan and reply via e-mail to state if they agreed with the action plan and to suggest any alterations. The members were given 1 week to respond.

Five PRG members responded and the action plan was adjusted to meet their requirements. The patients requested:

- the parking issues to be addressed
- the practice leaflet to be updated to include outcomes of the practice action plan
- the action plan to be communicated more effectively to the wider patient population
- the notice board in reception to be cleaned-up and kept up-to-date
- a tany system for sight-impaired patients to speed up waiting times

The patients were pleased that their views had been listened to. The final action plan was agreed and then published on the practice website 21.3.14.

Please include a full copy of the agreed action plan. The main actions were:

A copy of the agreed action plan is attached here.



Action Plan
2014.docx

And can be found on the practice website here:

<http://www.thornburymedicalpractice.co.uk/surveyreport.aspx?p=E85001>

Please describe the areas that you could not achieve what the PRG wanted.

More telephone lines > the practice currently has 10 hold places. We trialled an increase in the number of hold places last year, however this led to an increase in the amount of time patients had to hold (up to 45 mins). The practice will explore other telephony options as detailed in the action plan.

Are there any contractual considerations to the agreed actions?

There were no contractual considerations to the agreed actions.

Please provide a summary of the progress made with your 2012/13 action plan

| You said | We did | The result is |
|--|--|--|
| You were unaware of the online booking facility | <ul style="list-style-type: none"> • Update information on appointment system leaflet • Promote on JX board • Opportunistically inform patients who attend the surgery • Promote on the right hand side of prescriptions • Allow patients to book 2 appointments at a time • Allow patients to book nurse appoints online. First draw up a list of services patients can book online with the nurse. | <ul style="list-style-type: none"> • Online booking facility promoted • 698 patients have registered to use the online services between 1.4.13 and 10.3.14 |
| The online booking / repeat prescription ordering system was difficult to navigate | <ul style="list-style-type: none"> • Produce an instruction leaflet to be given out with all new log-in details | <ul style="list-style-type: none"> • Instruction leaflet produced. • Copies in reception / given out with new passwords • Copy available on practice website. |
| You would like us to open earlier / not close at lunchtime | <ul style="list-style-type: none"> • Promote the current opening times which already include 7.30am starts x3 days per week & open lunchtime x2 days a week • Put posters in reception advertising opening hours • Produce opening hours flyer • Highlight on website early morning clinics for working people • Highlight on website lunchtime opening hours ie. 2 days per week | <ul style="list-style-type: none"> • Multiple posters displayed in reception • Opening hours flyer available in reception • Website updated to highlight early morning clinics & lunchtime opening hours |
| Not all groups were represented in the patient reference group | <ul style="list-style-type: none"> • Continue to promote the Patient Reference Group verbally to patients that attend for appointment and use JX board to promote survey • Produce Patient Reference Group flyer to be given to patients • Promote Patient Reference Group by posters in reception • Target under-represented groups to join the PRG | <ul style="list-style-type: none"> • PRG flyer produced and available in reception • PRG recruitment letters sent out to under-represented groups. • This year's demographic spread is much more representative |
| It was difficult to get an appointment | <ul style="list-style-type: none"> • Increased number of available nurse appointments with advanced nurse practitioner skills • Offer telephone advice to all patients unable to obtain an appointment on a daily basis • Promote telephone service on practice leaflet & website | <ul style="list-style-type: none"> • 60 extra appointment per week since 1.12.13 • Practice leaflet and website updated |
| Anything else: | <ul style="list-style-type: none"> • Ordered hand gel dispensers • Amended Jx board to display messages for longer • Amended touch screen to advertise approximate appointment waiting time | <ul style="list-style-type: none"> • All now complete |

LOCAL PATIENT PARTICIPATION REPORT 2013/14

LOCAL PATIENT PARTICIPATION REPORT

Please describe how the 2013/14 local Patient Participation Report was advertised and circulated

The patient participation report was published on the practice website 21st March 2014. A poster was put up in reception and a notice displayed on the Jx board to advertise the report.

Please include a copy of the report and link to your report on the practice website.

A copy of the report can be found on the practice website here:
<http://www.thornburymedicalpractice.co.uk/surveyreport.aspx?p=E85001>

CONFIRMATION OF YOUR OPENING TIMES

The surgery is open:

Mon 8.30am - 6.30pm
Tues 7.30am – 12.30pm and 2.30 – 6.30pm
Wed 7.30am – 12.30pm and 2.30pm – 6.30pm
Thurs 7.30am – 6.30pm
Fri 7.30am – 12.30pm and 2.30pm – 6.30pm

The Doctors and Nurses are available for consultation during their surgery/ clinic hours which range from 7.30am to 6pm every day. Patients may see any doctor they choose, subject to availability. Patients can book appointments six weeks in advance either by phone or online via our website. We also have an on the day service for appointments.

Patients can phone reception on 020 8630 1036 from 8.30am-12.30pm and 2.30pm-6pm Monday to Friday.

The Practice also offers extended surgery appointments between 7.30 and 8.30am Tuesdays, Thursdays and Fridays.

| Day | Time | GP | Nurse |
|----------|-------------|-----------------------------|--|
| Tuesday | 7.30-8.00am | Dr S Heffernan | Sister Dell Tasker |
| Thursday | 7.30-8.00am | - | Sister Dell Tasker Sister Mary Cole |
| Friday | 7.30-8.00am | Dr R Loomba Dr N Galazka | Sister Dell Tasker |

When the surgery is closed calls are handled by Care UK Out-of-Hours service. Patients can access Care UK by dialling 111. If the patient calls the practice telephone number out of hours, they will be given the Care UK contact information.