



Newsletter June 2026 – 2nd

Integrated Urgent Care Contract - Launch of engagement and consultation process (Also known as the GP Out of Hours Service)

We have received a communication from Dr Caroline O’Keefe, Chief Executive Officer of North Hampshire Urgent Care (NHUC) of the formal launch by HIOW ICB of an engagement and consultation process in respect of the Integrated Urgent Care Contract.

NHUC is made up of the local GP cooperatives who worked together to provide Out of Hours services successfully for more than 30 years, first through HantsDoc and Frimley Primary Care Services. However, unlike a GP/GMS contract, this service will be formally re-procured, and we know from elsewhere in the country that contracts of this scale attract significant interest from large national providers outside the local area.

This is not just another contract. This is the infrastructure that underpins so many of the services our local population relies upon every single day. It includes the GP Out of Hours service originally established by local practices over 30 years ago, the 24/7 Clinical Assessment Service (CAS), urgent face-to-face appointments at Hook and Farnborough Centre for Health, our Urgent Treatment Centres, and our round-the-clock home visiting service.

It is also the platform that enables NHUC to support and deliver many of the wider services practices and communities depend upon across our area, including Enhanced Access after 18:30 hrs, the TalkPlus talking therapies services, Urgent Treatment Centres, Flu response support, Target (Educational) Days, in-hours home visiting, Virtual Wards, remote monitoring, and a range of integrated urgent and community services. Importantly, it also gives our system the ability to respond rapidly and flexibly when local pressures emerge, such as the recent chicken pox outbreak at Treloar’s School, where local NHUC integrated teams were able to mobilise quickly to support vulnerable children and the wider community.

NHUC was built by local general practice, for local patients. You created this service. You shaped it. You have supported it for more than three decades. We have seen respected local organisations elsewhere lose contracts like this, with services subsequently becoming less connected to local practices, less clinically integrated, and less responsive to the needs of local communities. We do not want that to happen here.

If we want 24/7 healthcare provision to remain locally led and locally delivered, we genuinely need the support of practices, clinicians, staff, patients, and communities across North and North-East Hampshire, Farnham, and Surrey Heath. Please share the link below to the patient survey as widely as possible with our PPG, and our patients. The patient voice will be incredibly important in shaping the future specification. The surveys close on 21 June 2026, so we do not have long.

We would also appreciate your support in promoting the public survey: Urgent Health and Care Services to all those you know.

<https://survey.ntropydata.co.uk/surveys/JG2026IUC2>

This is a very real risk, but also a very real opportunity for local practices and local patients to influence what happens next. Thank you sincerely for your support.

Access to Appointments has changed

Thank you to all our patients who have embraced the new GP Triage system. We are still adapting to the changes that a development such as this brings however at the time of writing this newsletter, over 500 patients have been able to be triaged directly and get an appointment. This has released pressure on our Reception team to support those patients who either do not wish or struggle with IT, don't have suitable equipment or are vulnerable and prefer to speak to Reception.

Please note that we have had some cases of patients experiencing issues however this has been when they have not used their first name and surname as it appears on their medical record. GP Triage is seeking a match with information that is in a patient's medical record so please do make sure that you use the details in the patient's medical record especially if submitting on behalf of a third party.

We continue to work with our developers with any patient feedback we have been getting.

<http://watershipdownhealth.com>

Please see below for videos of the new system available via Youtube:

How to Use GP Triage - For Patients (Short Version): <https://www.youtube.com/watch?v=RlfpB47Xwx8>

How to Use GP Triage - For Patients (Full Version): <https://www.youtube.com/watch?v=6KuSKDoyETg>

Please note that our reception team will continue to be available between 08:00 – 18:30 hrs Monday to Friday, for queries and other appointments, but we encourage use of the online service for speed and efficiency, for all those able to use it. The triage element is in fact open from 07:00 am in the morning and we hope that this enables those who work, to submit a triage before setting off.