

Reference: FOI.ICB-2526/183

Subject: Access to GP Appointments for Older People Without Internet Access

I can confirm that the ICB does hold some of the information requested; please see responses below:

QUESTION	RESPONSE
<p>Under the Freedom of Information Act (2000), I am writing to request information concerning access to GP appointments for older people (age 75 and over) in Bristol, North Somerset and South Gloucestershire, particularly those who are not online.</p> <p>As the NHS 10-Year Plan outlines a shift toward services being “digital by default,” we are seeking to understand how this is being implemented locally and what steps are being taken to ensure that older adults without internet access are not disadvantaged when accessing primary care services.</p> <p>Please provide the following information in relation to your ICB area:</p>	
<p>1. For GP practices in your area, please indicate the total number of practices in your area and the percentage that offer each of the following booking options to patients:</p> <p>a. Online booking b. Telephone booking c. In-person booking</p>	<p>a. 71 practices – 100% b. 71 practices – 100% c. 71 practices – 100%</p>
<p>2. For the period between 1st April 2024 to 31st March 2025, please provide the percentage of patients aged 75 and over who were offered appointments via the following methods:</p> <p>a. In-person</p>	<p>The ICB does not hold this information. This may be held by individual practices.</p>

<p>b. Online – telephone consultation c. Online – video consultation</p>	
<p>3. For those individuals who do not have internet access, particularly older adults, please list the alternative options available to patients to enable them to access GP services?</p>	<p>All our practices offer patients the option to access GP services either over the phone or in person, in addition to online access, and in accordance with the patients' preferences.</p>
<p>4. When submitting your response, it would be helpful if you could also provide details of the service providers/surgeries/practices covered in your area.</p>	<p>Listed below are the names of the GP surgeries in BNSSG ICB:</p> <p>168 MEDICAL GROUP AIR BALLOON SURGERY ALMONDSBURY SURGERY BEDMINSTER FAMILY PRACTICE BEECHWOOD MEDICAL PRACTICE BIRCHWOOD MEDICAL PRACTICE BRIDGE VIEW MEDICAL BROADMEAD MEDICAL CENTRE CADBURY HEATH HEALTHCARE CHARLOTTE KEEL MEDICAL PRACTICE CLEVEDON MEDICAL CENTRE CLOSE FARM SURGERY COMPASS HEALTH CONCORD MEDICAL CENTRE COURTSIDE SURGERY DOWNTON ROAD SURGERY EAST TREES HEALTH CENTRE EMERSONS GREEN MEDICAL CENTRE FALLODON WAY MEDICAL CENTRE</p>

FIRECLAY HEALTH
 FISHPONDS FAMILY PRACTICE
 FROME VALLEY MEDICAL CENTRE
 GLOUCESTER ROAD MEDICAL CENTRE
 GRAHAM ROAD SURGERY
 GRANGE ROAD SURGERY
 GREENWAY COMMUNITY PRACTICE
 HANHAM HEALTH
 HARBOURSIDE FAMILY PRACTICE
 HARTWOOD HEALTHCARE
 HEYWOOD FAMILY PRACTICE
 HILLVIEW FAMILY PRACTICE
 HORFIELD HC
 HORIZON HEALTH CENTRE
 KENNEDY WAY SURGERY
 KINGSWOOD HEALTH CENTRE
 LAWRENCE HILL HEALTH CENTRE
 LEAP VALLEY MEDICAL CENTRE
 MENDIP VALE MEDICAL PRACTICE
 MONTPELIER HEALTH CENTRE
 MVMG - MONKS PARK
 NIGHTINGALE VALLEY PRACTICE
 ORCHARD MEDICAL CENTRE
 PEMBROKE ROAD SURGERY
 PIONEER MEDICAL GROUP
 PORTISHEAD MEDICAL GROUP
 PRIORY SURGERY
 SEVERN VIEW FAMILY PRACTICE

	<p>SHIREHAMPTON GROUP PRACTICE ST MARY STREET SURGERY STAFFORD MEDICAL GROUP STOCKWOOD MEDICAL CENTRE STOKES MEDICAL GROUP STREAMSIDE SURGERY STUDENT HEALTH SERVICE THE ARMADA FAMILY PRACTICE THE CEDARS SURGERY THE DOWNEND HEALTH GROUP THE FAMILY PRACTICE THE LENNARD SURGERY THE MILTON SURGERY THE OLD SCHOOL SURGERY THE WELLSRING SURGERY THREE SHIRES MEDICAL PRACTICE TUDOR LODGE SURGERY TYNTESFIELD MEDICAL GROUP WELLINGTON ROAD SURGERY WELLS ROAD SURGERY WEST WALK SURGERY WESTBURY ON TRYM PRIMARY CARE CENTRE WHITELADIES MEDICAL GROUP WINSCOMBE SURGERY</p>
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The information provided in this response is accurate as of 18 September 2025 and has been approved for release by David Jarrett, Chief Delivery Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.