

Figure 1  
Number of walk-in patients - by hour of booking  
April 2013 – March 2014

Hour	Number of patients booking in – hour starting	% of total
8	2838	9.9
9	2636	9.2
10	2574	9.0
11	2349	8.2
12	3144	10.9
13	2324	8.1
14	2349	8.2
15	2389	8.3
16	2573	8.9
17	2154	7.5
18	2094	7.3
19	1328	4.6
<b>TOTAL</b>	<b>28752</b>	

Crawley walk-in centre data April 2014

**Figure 2**  
**Number of walk-in patients by registered practice from April 13-14**

Surgery name	Number of appointments
Unknown*	8635
Saxonbrook Medical	2841
Leacroft Medical Practice	1624
Bridge Medical Centre	1568
Dr Blechynden and Partners	1493
Woodlands Surgery	1441
Ifield Medical Practice	1225
Coachman Medical Practice	1139
Pound Hill Medical Group	1097
Langley Corner Surgery	1027
Bewbush Medical Centre	952
Furnace Green Surgery	806
Gossops Green Medical Centre	695
Park Surgery	536
Crawley Health Centre	468
Birchwood Medical Practice	256
Woodlands Road Medical Centre	136
Crawley Down Health Centre	135
Wayside Medical Practice	135
Orchard Surgery	122
Ouse Valley Practice	120
Riverside Surgery	118
Courtyard Surgery	116
Holbrook Surgery	116
Wall House	103
Moatfield Surgery	93
Smallfield Surgery	77
Lingfield Surgery	74
Dolphins Practice	68
Village Surgery	67
Ship Street Surgery	66
Newtons Practice	62
South Park Surgery	62

Those practices with less than 50 patient appts have not been included on this list

# Figure 3

Surgery & distance from CHC	*No. of registered patients	Monday	Tuesday	Weds	Thurs	Friday	Sat
Crawley Health Centre	3310	8.00 – 20.00	8.00 – 20.00	8.00 – 20.00	8.00 – 20.00	8.00 – 20.00	8.00 – 20.00
Bewbush Medical Centre (1.7 miles)	7238	8.30 - 18.00 18.30 - 20.30	8.30 - 18.00	8.30 - 18.00	8.30 - 18.00	8.30 - 18.00	
Bridge Medical Centre (1.4 miles)	10,924	8.30 - 18.30 closed 13.00 - 14.00 **18.30 - 20.00	8.30 - 18.30 closed 13.00 - 14.00	8.30 - 18.30 closed 13.00 - 14.00	8.30 - 18.30 closed 13.00 - 14.00	8.30 - 18.30 closed 13.00 - 14.00	8.00 - 12.00 (alternate)
Coachmans Medical Practice (1.8 miles)	10,123	8.30 - 18.00	8.30 - 18.00	8.30 - 18.00 18.30 - 19.45	8.30 - 18.00	8.30 - 18.00	
Furnace Green Surgery (1.2 miles)	6883	8.30 - 18.00 19.15 - 19.45	8.30 - 18.00 18.30 - 19.15 (alternate week)	8.30 - 18.00 18.30 - 19.15 (alternate week)	8.30 - 18.00	8.30 - 18.00	9.00 - 11.00 (every 3rd)
Gossops Green Surgery (1.8 miles)	6677	8.30 - 18.00 closed 13.00 - 14.00 18.30 - 20.00	8.30 - 18.00 closed 13.00 - 14.00 18.30 - 20.00	8.30 - 18.00 closed 13.00 - 14.00 18.30 - 20.00	8.30 - 18.00 closed 13.00 - 14.00	8.30 - 18.00 closed 13.00 - 14.00	
Ifield Medical Practice (1.5 miles)	9865	8.30 - 18.00	8.30 - 18.00	8.30 - 18.00 18.30 - 19.00	8.30 - 18.00	8.30 - 18.00	
Langley Corner Surgery (1.6 miles)	9674	8.30 - 18.30 18.30 - 20.00	7.30 - 8.30 8.30 - 18.30	7.30 - 8.30 8.30 - 18.30	7.30 - 8.30 8.30 - 18.30	7.30 - 8.30 8.30 - 18.30	
Leacroft Practice (1.2 miles)	9398	8.00 - 18.00 closed 13.00 - 14.00 **18.00 - 20.00	8.00 - 18.00 closed 13.00 - 14.00	8.00 - 18.00 closed 13.00 - 14.00 **18.00 - 20.00	8.00 - 18.00 closed 13.00 - 14.00	8.00 - 18.00 closed 13.00 - 14.00	
Pound Hill Medical Group (1.6 miles)	15,243	8.00 - 18.30 18.30 - 20.30	8.00 - 18.30	8.00 - 18.30	8.00 - 18.30	6.30 - 8.00 8.00 - 18.30	
Saxonbrook Medical centre (Northgate 0.6 miles & Maidenbower 2.3 miles)	15,209	8.00 - 6.00 closed 12.30 - 1.30	8.00 - 6.00 18.30 - 20.00 (Maidenbower)	**7.00 - 8.00 8.00 - 18.00	*7.00 - 8.00 8.00 - 18.00	8.00 - 18.00	
Southgate Medical Group (1 mile) Woodlands and Clerklands Practice (1 mile)	8901	8.30 - 6.00 18.30 - 20.30 (3 x a month)	8.30 - 6.00	8.30 - 6.00	8.30 - 6.00	8.30 - 6.00	9.30 - 11.00 (1 x month)
	15,104	8.00 - 18.00	8.00 - 18.00 18.30 - 20.30	7.00 - 8.00 8.00 - 18.00	8.00 - 6.00	7.00 - 8.00 8.00 - 18.00	
*July 2014 patient numbers							
**day of the week may vary							

**Figure 4**  
**Summary of GP patient survey results**  
 - comparing Crawley Health Centre with 12 local practices and the national average

	CHC	Saxonbrook	Leacroft	Pound Hill	Langley Corner	Widfield	Woodlands	Gossops Green	Bridgemans	Coachmans	Bewbush	Furnace Green	Southgate	national av.
Satisfaction with surgery opening times	94%	66%	76%	67%	70%	70%	68%	64%	64%	78%	81%	71%	67%	77%
Convenience of getting an appointment	85%	86%	81%	86%	87%	91%	89%	93%	89%	99%	94%	93%	87%	92%
Overall experience of your GP surgery	85%	70%	72%	83%	78%	85%	77%	70%	83%	87%	90%	82%	79%	86%
Would you recommend your GP surgery to someone who has just moved to the area?	73%	62%	68%	81%	71%	69%	73%	59%	65%	81%	83%	82%	71%	79%

**Figure 5**  
**Local Walk-in Centre facilities**

Crawley Health Centre	Crawley Urgent Treatment Centre (UTC), Crawley Hospital	Horsham Minor Injury Unit, Horsham	East Surrey Hospital A&E Redhill
<p>Open 365 days a year from 8am to 8pm, (including all bank holidays) and can be used by anyone on a no-appointment, walk-in basis</p> <p>GP led health centre offers a range of services, including health information and advice and treatment for a range of minor illnesses and injuries</p>	<p>Open 365 days a year, 24 hours a day, 7 days a week and can be used by anyone on a no-appointment, walk-in basis</p> <p>Centre staffed by doctors and nurses treating most injuries or illnesses that are urgent but not life-threatening. For example; sprains and strains, broken bones, minor burns and scalds, minor head and eye injuries, bites and stings.</p> <p>There are other healthcare services co-located within the UTC including the out-of-hours GP service and a clinical assessment unit.</p>	<p>Open Monday to Friday (excluding bank holidays) from 9am to 5pm and can be used by anyone on a no-appointment walk-in basis</p> <p>Minor injuries unit staffed by emergency nurse practitioners and other nursing and ancillary staff providing assessment and treatment of a wide range of minor injuries in both adults and children. Has x-ray facilities available on site.</p>	<p>Open 365 days a year, 24 hours a day, 7 days a week and can be used by anyone on a no-appointment walk-in basis.</p> <p>Full accident and emergency department.</p>