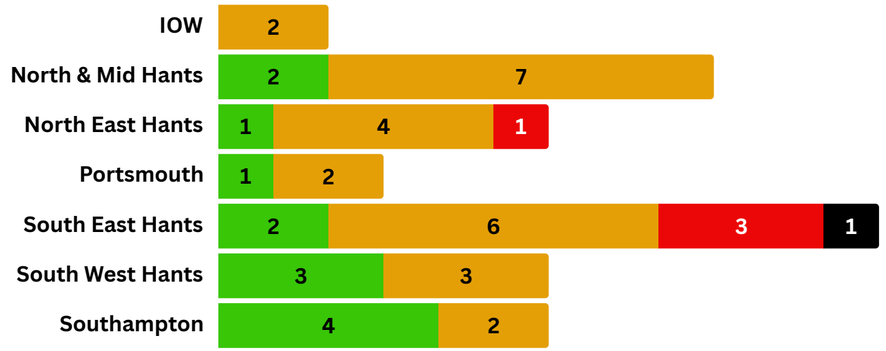
Wessex LMCs
General Practice
OPEL Report

General Practice OPEL Report
Hampshire and Isle of Wight
Week Ending Friday 16th October 2026

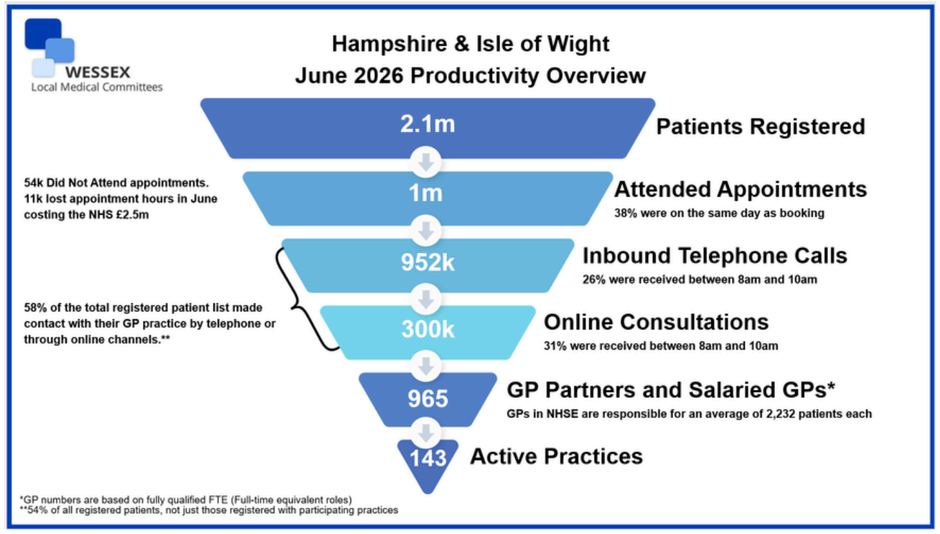
WESSEX
Local Medical Committees

Count of practices declaring their OPEL status.



OPEL 1 Practices are able to maintain patient flow & meet anticipated demand within available resources
OPEL 2 Practices are starting to show signs of pressure
OPEL 3 Practices are experiencing major pressures compromising patient flow
OPEL 4 Practices are experiencing escalating levels of pressure. There is increased potential for patient care & compromised safety.

General Practice is being overwhelmed. Here is why .....



PRACTICE COMMENTS

In my 15 years as a Practice Manager, my team and I have never felt so stressed with the demands and unrealistic expectations placed on primary care.

Once again, Hampshire & Isle of Wight practices have shared valuable and insightful comments this week.

Due to the volume of responses received, additional comments can be found on the following page.

These first-hand accounts provide a compelling insight into the significant pressures facing frontline General Practice across Hampshire & Isle of Wight in 2026.

We encourage you to take a few moments to read them.

For more information about workforce, workload and funding, please visit our page: Local and National General Practice Data

Wessex LMCs
General Practice
OPEL Report

General Practice OPEL Report
Hampshire and Isle of Wight
Week Ending Friday 16th October 2026

WESSEX
Local Medical Committees

PRACTICE COMMENTS

Demand remained significantly elevated, with 783 online submissions received, of which 570 (73%) required clinical input. The Care Navigation Team supported access by completing 127 online consultations on behalf of patients via telephone, helping to manage demand and support those unable to access digital services independently.
Telephone demand remained high, with 239 calls received and 170 successful call-backs completed. Capacity pressures resulted in an average call wait time of 1 hour 9 minutes, with waits reaching 2 hours 19 minutes during peak periods.
Despite sustained pressure across both digital and telephony channels, the practice continued to process a high volume of patient contacts. However, prolonged wait times highlight ongoing capacity challenges and the need for continued monitoring of demand and resources to maintain safe and timely patient access.

Patient demand and Long term sickness are the biggest pressures. Patients want to treat GP surgeries as if they are emergency care departments despite us already being massively overworked, underpaid etc. The need for Patient re-education needs to be a critical priority!

Flu and Covid vaccine season, staff sickness, trying to recruit, all adding pressure

Long term GP sickness impacting continuity of care

Staff sickness and holiday commitments

OPEL 3 due to the amount of online submissions we are receiving daily

Demand increasing substantially with no extra capacity

High staff sickness at the moment and patients who are demanding and arguing with the clinicians about decisions and wanting second opinions, of which the outcome is the same, which is doubling work and time. Trying to keep abreast of all tasks/submissions while maintaining practice staff wellbeing

Reasonable same-day capacity however routine wait times remains problematic. External issues such as road works, traffic generating external pressure for both patients and staff

Routine appointments are now roughly 3 to 4 weeks away, so not what we would like

Increasing demand and staff sickness

Huge amount of staff sickness in last 7 days causing pressure on the practice, rather than volume of patients. We are just about managing to run all departments with dramatically fewer staff members.

We've experienced quite significant pressures amongst our nursing team due to sickness amongst multiple members of the team.

Still experiencing significant staff sickness with a bug doing the rounds.

No change, concerns remain the same and we are now entering the winter season and are seeing staff sickness increase which is adding further pressure to an already overloaded system.

Demand increasing. Some sickness which adds to the pressure. 3 very successful Flu and Covid clinics. Low covid wastage. Over 65s very good about attending, some DNAs (did not attend) amongst the Under 65s. Still seeing some patients booking at both Community Pharmacy and the Practice and then having at 1 site and forgetting to cancel the other.

Thank you for your feedback, which consistently highlights the significant pressures you encounter daily. While some of your comments were not included in this week's report, we have instead used them as valuable examples to initiate direct discussions with your ICB. Please be assured that your organisation name have not been mentioned in our conversations.