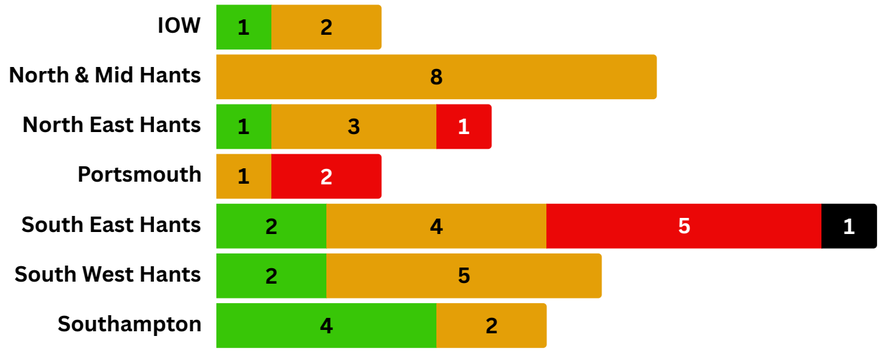
Wessex LMCs
General Practice
OPEL Report

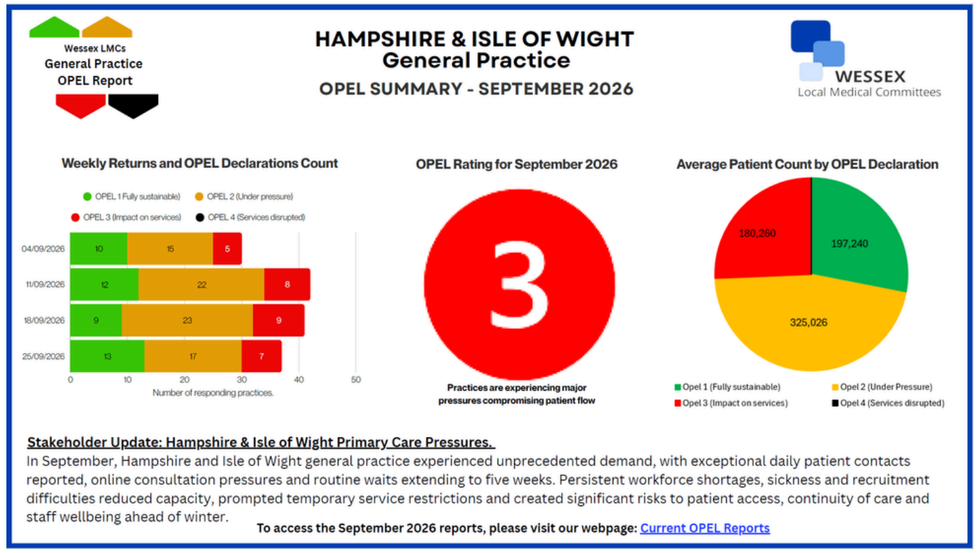
General Practice OPEL Report
Hampshire and Isle of Wight
Week Ending Friday 9th October 2026

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.



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

PRACTICE COMMENTS

"The whole team continues to work under significant pressure to keep up with demand. When Partners return from annual leave, they are often expected to step straight back into a full clinical workload, with very little opportunity to catch up on accumulated work or regain capacity.

Time that should be available for essential administration is regularly absorbed by patient demand and the continued growth in online activity. As a result, it is becoming increasingly difficult to protect time for the administrative, and leadership aspects of the role.

The practice has been able to maintain service delivery because of the commitment, flexibility and willingness of the team to continually go above and beyond. However, there are concerns about how sustainable this is in the longer term if demand continues to increase without a corresponding increase in capacity."

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 TWO pages.

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.

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PRACTICE COMMENTS

Pure volume of requests through our online submissions is becoming unmanageable

Demand across the practice continues to rise, with 740 online submissions received, representing a 7.4% increase from the previous reporting period. Clinical workload also increased significantly, with 537 consultations (73%) requiring clinical input, compared to 488 (71%) previously.

Operational pressures were compounded by workforce sickness absence, including 9.5 GP hours and 55 nursing/Advanced Nurse Practitioner hours, although administrative and care navigation sickness reduced from 76 to 59.5 hours.

The Care Navigation Team continued to play a key role in supporting demand, answering 307 calls and completing 174 online consultations on behalf of patients, an increase from the previous period. Queue times remained stable at approximately 2 hours, despite the increased volume of patient contacts and reduced clinical capacity. Overall, the data demonstrates sustained growth in patient demand, increasing clinical complexity, and continued workforce pressures. Despite these challenges, the practice maintained service delivery and patient access. Our teams have shown strong resilience and adaptability, maintaining safe patient access and service continuity.

Regularly getting 450-500 online submissions weekly, some patients now sending multiple forms. Capacity is at a maximum and now 2 salaried GPs have resigned due to pressure of work. Staff resilience is low and patient demands increasing. Goodness knows how we will cope with the winter!

Appointment demand is starting to rise with winter illnesses and lack of staff is putting pressure on availability.

GP and Nurse sickness. Reduced Advanced Nurse Practitioner capacity. Struggling to maintain flow through the system

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.

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PRACTICE COMMENTS

Reasonable same-day capacity despite clinical absences. Routine GP and blood test capacity/demand remains a problem. High levels of admin absences continue. Admin staff under considerable pressure which is really starting to show. External issues with traffic, roadworks, car accidents adding complexity.

Flu positivity/Covid positivity within the workforce on the increase.

Sickness is impacting all teams with 5 people absent on Monday.

We have had sickness in the team and are trying to recruit for reception staff

Over 900 phone calls Monday and over 600 calls yesterday - everyone is worn out

Staff shortages due to vacancies, annual leave and sickness. All areas of the practice under immense pressure and patients are constantly piling it on demanding that they need to be seen by a GP today. Patients need to be re-educated urgently as they are going to break an already broken system!

We continue to experience increasing numbers of dissatisfied patients expressing frustration about waiting times for routine appointments

OPEL 3: the amount of online submissions we are receiving

Sickness starting to have an affect on soon and routine appointment wait, however coping with on the day work and triage

Absences, both clinical and non-clinical placing additional pressure on remaining staff.
Call volumes remain high with patients continuing to require support to access online submissions.

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