

Reference:	FOI.20710.26
Subject:	GP practice appointments
Date of Request:	12 June 2026

Requested:

In December 2021, our previous First Minister, when she was Health Minister, announced changes to the GP contract, with £12m of investment to “end the morning scramble to book an appointment”, saying “The revised contract will make it clear the practice of releasing appointments daily at 8am is no longer acceptable”. (See for the full statement)

[Changes to GP contract to improve access to appointments | GOV.WALES](#)

1. Please provide numbers (if possible within the FOI time/work limit, broken down by Network Cluster) of:
 - a. The total number of GP practices in the Health Board area
 - b. The number of GP practices in the Health Board area who not on the revised contract mentioned above (and not on any contract that has superseded that at a national or local level)
 - c. The number of GP practices in the Health Board area who are still requiring patients to call in the morning to book a non-urgent appointment.

Response:

- 1a. Hywel Dda University Health Board (UHB) confirms it has forty-seven (47) GP Practices within its geographical area; forty-one (41) are managed independently and six (6) are managed by the UHB.
- 1b. All forty-seven (47) GP Practices comply with the Unified General Medical Services (GMS) Contract (Wales) that was introduced in October 2023, which superseded the guidance of 2021. Links to the Guidance for the GMS Contract Access Commitment for 2023/24 and 2024/25 have been provided below:

[gms-access-commitment-guidance-2023-to-2024.pdf](#)

[gms-access-commitment-guidance-2024-to-2025.pdf](#)

- 1c. All forty-seven (47) GP practices participate in the GMS Access Commitment and have provided assurance that the standards set were met for the 2025/26 financial year. Please see the section entitled Service Delivery & Communication within the links provided in response to question 1b, which details the standards required.

The UHB can confirm that none of its six (6) Managed GP Practices require patients to telephone at 8.00am to book a non-urgent appointment.

However, as the UHB does not hold information for all GP Surgeries, we suggest you contact the individual independent GP Practices to request the information directly. The names and addresses of each GP Surgery within the UHB's geographical area has been provided at Attachment 1.