

13. Health Medical – Primary care services

GP Surgeries

13.1 NHS Hampshire and Isle of Wight Integrated Care Board (ICB) commissions Primary Care (General Medical) Services from 11 GP Surgeries across East Hampshire:

- Badgerswood Surgery, Bordon (two sites)
- Boundaries, Four Marks
- Chawton Park Surgery, Alton
- The Clanfield Practice
- The Grange Surgery, Petersfield
- Horndean Surgery
- Pinehill Surgery, Bordon
- Rowland's Castle Surgery
- Swan Medical Group, with branches in Liphook, Liss and Petersfield (five sites)
- The Watercress Medical Group, Medstead
- Wilson Practice, Alton

13.2 There is good geographic coverage provided by these surgeries, with all existing housing¹ being covered by the catchment areas of one or more of the GP surgeries listed above.

13.3 These GP surgeries form into four Primary Care Networks (PCNs): A31; East Hampshire; Swan; and Winchester Rural North & East, which work together to deliver services to a wider community which would not be possible at a smaller scale.

13.4 Four GP surgery sites from the list above fall within the boundary of South Downs National Park (SDNP) – See Table at 13.8. SDNP is a separate planning authority, with its own Local Plan and CIL funding arrangements. These practices have been included within this document as they form part of wider Primary Care Networks that serve the population of East Hampshire.

13.5 The primary care estate in East Hampshire is experiencing sustained capacity pressures. Patient registrations exceed the levels that existing facilities were designed to accommodate in nine of the eleven surgeries, with the two remaining practices close to capacity. This challenge is compounded by workforce

¹ With the exception of Grayshott, which has a GP surgery over the border in the Surrey ICB area covering this population.

constraints: recruitment of GPs and dentists remains difficult and even when successful, additional clinical staff cannot be accommodated without sufficient estate capacity. Estate limitations therefore act as a direct barrier to both recruitment and service delivery.

13.6 Whilst the number of registered patients increases year on year, the number of GPs has remained roughly static. To mitigate this, practices have increased the use of Additional Roles Reimbursement Scheme (ARRS) staff (such as social prescribers, physiotherapists and clinical pharmacists,) but this has further intensified pressures on available premises. While new patients can still register with a practice of their choice, the physical capacity of many premises is at or beyond operational limits. Should pressures continue, practices may seek to apply for list closures, subject to NHS Hampshire and Isle of Wight ICB approval. No such applications have yet been made within East Hampshire

13.7 As of April 2025, there are 38,584 more patients than there is space available in these surgeries, as calculated by the agreed NHS England patient capacity methodology that is used across Hampshire and the Isle of Wight. This equates to a shortfall of 2,701 square metres of clinical and consultation space.

13.8 The below table provides an overview of all practices and their capacity as of April 2025:

| PCN | GP Surgery | Site (if multiple) | Capacity Status |
|--------------------|-------------------------|--------------------------|-----------------|
| A31 Group | Boundaries Surgery | - | 124% (over) |
| | Chawton Park Surgery | - | 98% (under) |
| | Wilson Practice | - | 161% (over) |
| East Hants | Badgerswood Surgery | Badgerswood Surgery | 166% (over) |
| | | Forest Surgery (Branch) | |
| | Horndean Surgery | - | 108% (over) |
| | Pinehill Surgery | - | 104% (over) |
| | Rowlands Castle Surgery | - | 168% (over) |
| | The Clanfield Practice | - | 191% (over) |
| | The Grange Surgery* | - | 130% (over) |
| Swan Medical Group | Swan Medical Group | Liphook Surgery (Branch) | |

| | | | |
|---------------------------------|------------------------------|----------------------------------|-------------|
| | | Liphook Village Surgery (Branch) | 162% (over) |
| | | Liss Surgery (Branch)* | |
| | | Petersfield* | |
| | | Riverside(Branch)* | |
| Winchester Rural North and East | The Watercress Medical Group | - | 79% (under) |

*This site is within the South Downs National Park Planning Authority.

Alton

13.9 Two GP Practices in Alton were allocated small amounts of Community Infrastructure Levy (CIL) funding in 2022 to reconfigure internally to provide more clinical floorspace (Chawton Park Surgery and the Wilson Practice). The project at the Wilson Practice is complete.

13.10 Chawton Park Surgery retains the allocation of CIL funds and has plans to begin works in Winter 2025 to reconfigure a space within the existing reception area to add an additional clinical room.

13.11 NHS Hampshire and Isle of Wight ICB has previously bid for CIL funding for Chawton Park Surgery for a significant extension. At the time of the bid the project was not deemed to be the highest priority of the submitted bids by NHS Hampshire and Isle of Wight ICB; it was therefore unsuccessful. The project is to support a significant extension to increase clinical rooms and space for telephone and online triage, as well as provide further staff accommodation. This project will enable the practice to expand to absorb the growing population in the wider Alton area. NHS Hampshire and Isle of Wight ICB is working with the practice to finalise this project. This project remains unfunded at the present time, with an estimated cost in 2023 of £1.5m. This scheme would be subject to Business Case approval by NHS Hampshire and ICB.

13.12 The Wilson Practice is located in Alton Health Centre, which is owned by NHS Property Services. NHS Property Services have indicated that there is scope to reconfigure and extend Alton Health Centre. This project remains unfunded at the present time and would be subject to Business Case approval by NHS Hampshire and Isle of Wight ICB, and a lease would need to be in place.

13.13 Developer contributions have been agreed through S106 that could be spent on health infrastructure for the Alton area in the future. NHS Hampshire and Isle of Wight ICB will continue to seek developer contributions from relevant housing developments that will impact Chawton Park and Wilson Practices.

Four Marks and Medstead

13.14 £330,000 of CIL was allocated in 2023 for a project to reorganise and expand Boundaries Surgery in Four Marks by 36m², giving three additional clinical rooms. The surgery is working closely with East Hampshire District Council and NHS Hampshire and Isle of Wight ICB to deliver this priority project. A planning application for this project has been approved, Sept 2024 (ref: 56860/001). Further funding is being applied for from NHS England, reducing the funding shortfall, with the project expected to commence in 2026/27 if suitable funding can be secured. The project has approval from NHS Hampshire and Isle of Wight ICB.

13.15 It is unlikely that Boundaries Surgery can be further extended after this project has been completed.

13.16 £234,474.70 of CIL was allocated in 2024 to a project to expand The Watercress Medical Group in Medstead by 62m², giving four additional clinical rooms. The project has been delayed owing to remedial insurance works that needed to be completed first; the next step is to submit a planning application for this work. The project is not fully funded, with approximately £115,000 currently unfunded but is supported by NHS Hampshire and Isle of Wight ICB.

13.17 NHS Hampshire and Isle of Wight ICB will continue to seek developer contributions from relevant housing developments that will impact Boundaries and Watercress Surgeries.

Bordon

13.18 Pinehill surgery in Bordon have initial plans to expand the practice to increase the capacity of consulting/treatment rooms. Pinehill applied for CIL funding in 2023 and 2024 but were not successful as at the time of the bids, the projects required further scoping and were not deemed to be the highest priority by NHS Hampshire and Isle of Wight ICB. The practice are reviewing their plans and working closely with NHS Hampshire and Isle of Wight ICB, with a view to submitting a more detailed CIL application in the future. This project remains unfunded at the present time, with an estimated cost of £250,000, and would be subject to Business Case approval by NHS Hampshire and Isle of Wight ICB.

13.19 A new health hub is planned at Whitehill and Bordon. The Council is working in partnership with NHS Hampshire and Isle of Wight ICB, the Whitehill & Bordon

Regeneration Company (WBRC), and the landowners (the Defence Infrastructure Organisation (DIO)), to bring a modern medical facility to the town centre. The Health Hub will bring together primary care, pharmacy, and community health services under one roof in a modern fit for purpose, flexible building in the new town centre. A reserved matters planning application was approved in September 2024 (ref: 55587/211). Funding is currently being finalised.

- 13.20 Developer contributions have been agreed through S106 that could be spent on health infrastructure for the Bordon area in the future. NHS Hampshire and Isle of Wight ICB will continue to seek developer contributions from relevant housing developments that will impact surgeries in this area.

Rowlands Castle

- 13.21 Rowlands Castle Surgery have a project to extend their premises by adding a rear storey extension, adding 47m² to the building, and creating two additional clinical rooms and a WC. The project aims to deliver additional clinical space which will increase their capacity, as the practice are over-utilised at present. Although the extension will add much needed additional space, the practice site will remain over-utilised. This project remains unfunded at the present time, with an estimated cost of £160,000, but the Business Case has been supported by NHS Hampshire and Isle of Wight ICB. NHS England funding is being sought.
- 13.22 Developer contributions have been agreed through S106 that could be spent on health infrastructure for this area. NHS Hampshire and Isle of Wight ICB will continue to seek developer contributions from relevant housing developments that will impact Rowlands Castle Practice.

Clanfield and Horndean

- 13.23 The Clanfield Practice gained planning permission in 2019 for a conversion of their roof space to provide additional consulting rooms and domestic space, two enclosed entrance porches and new roof light windows (ref: 58536). The project was not implemented, and the permission has expired. This project is no longer considered deliverable by the Practice due to the significant costs of the project, and the need to find temporary accommodation whilst the project is ongoing.
- 13.24 The practice is overcapacity and heavily constrained on the existing site; the practice is therefore looking at internal reconfiguration opportunities to increase clinical space within the existing footprint as a short-term solution using NHS England funding. The Practice also have S106 funding from previous

developments, which it intends to use in 2025/26 to add a small side extension, potentially freeing up other space internally for more clinical space.

- 13.25 In the long term, any additional floor space for The Clanfield Practice will need to be achieved through a new branch or main surgery. This project remains unfunded at the present time and would be subject to Business Case approval by NHS Hampshire and Isle of Wight ICB.
- 13.26 Horndean Surgery has the potential for internal reconfiguration to increase clinical space within the existing footprint of the building, but the surgery cannot be further extended as the premises are surrounded by built estate.
- 13.27 In the long term, any additional floor space for Horndean Surgery will need to be achieved through a new branch or main surgery. This project remains unfunded at the present time, and would be subject to Business Case approval by NHS Hampshire and Isle of Wight ICB.
- 13.28 The longer-term solution need is critical for the villages of Clanfield and Horndean, as both of the existing GP surgery premises cannot further expand. One longer-term solution for Clanfield is being considered on a nearby potential development site to provide a new facility. This would need to be part funded by CIL, S106 contributions and the development of sites coming forward in the villages and surrounds. The likely cost of a new build branch surgery would be £9,250 per m²; the amount of development coming forward would determine the size a facility would need to be.
- 13.29 NHS Hampshire and Isle of Wight ICB will continue to seek developer contributions from relevant housing developments that will impact the Clanfield and Horndean area.

Liss and Liphook

- 13.30 Swan Medical Group provide primary care services to residents of East Hampshire and have two surgeries in Liss and two surgeries in Liphook. The practice requires additional space and has previously approached NHS Hampshire and Isle of Wight ICB with a project which would see them extend and reconfigure their sites to grow their clinical space whilst organising the sites more efficiently. This project requires further work to ensure additionality and remains unfunded at present. It would also be subject to Business Case approval by NHS Hampshire and Isle of Wight ICB.

- 13.31 Developer contributions have been agreed through S106 that could be spent on health infrastructure for the Liss and Liphook area in the future. NHS Hampshire and Isle of Wight ICB will continue to seek developer contributions from relevant housing developments that will impact Swan Medical Group sites.

Petersfield

- 13.32 Swan Medical Group provide primary care services to residents of East Hampshire and have a surgery in Petersfield, which is within the South Downs National Park. The practice requires additional space and has previously approached NHS Hampshire and Isle of Wight ICB with a project which would see them extend and reconfigure their sites to grow their clinical space whilst organising the sites more efficiently. This project requires further work to ensure additionality and remains uncoded and unfunded at present. It would also be subject to Business Case approval by NHS Hampshire and Isle of Wight ICB.
- 13.33 The Grange Surgery have a project to internally reconfigure existing space to increase clinical space within the existing footprint of the building. This project remains unfunded at the present time, with an estimated cost of £70,000 and would be subject to Business Case approval by NHS Hampshire and Isle of Wight ICB.
- 13.34 Practice sites within Petersfield are covered by the South Downs National Park Planning Authority. NHS Hampshire and Isle of Wight ICB will therefore seek developer contributions from relevant housing developments that will impact Swan Medical Group, Petersfield and The Grange Surgery sites through SDNP.

Dentistry and Ophthalmology

- 13.35 Whilst there is provision overall in the district, the vast majority of dentists operate privately. There is NHS provision in Alton (2 practices), Whitehill and Bordon, and nearby in Hindhead and Petersfield. Notably there isn't NHS dental provision in Bramshott and Liphook, or Four Marks and Medstead. NHS Hampshire and Isle of Wight ICB continues to work with providers to increase NHS dental coverage in East Hampshire.
- 13.36 Alton Dental on Anstey Road has planning permission to extend (ref: 28218007) into the adjoining property, and received CIL funding towards this project (£189,000) and has completed this project. Alton Dental is also a training practice, which means it trains new NHS dentists. In 2024, its other practice at

Market Square in Alton was allocated CIL funding of £189,163.50 and £20,000 from Alton Town Council Neighbourhood CIL to expand.

13.37 There is an absence of dentists in the South of East Hampshire; there is one dentist in Clanfield which is private, but no other providers in the area. It is understood that residents in the south of East Hampshire generally travel to use dentists in other areas of East Hampshire including Bordon, and out of district in Waterlooville and Cowplain.

13.38 Optician services are delivered on a commercial basis but are able to offer NHS Services. There is generally a reasonable distribution across the district, but a notable absence of optician provision in Bordon. The nearest is in Kingsley.

13.39 Alton has five opticians, four of which are located on the High Street.

Pharmacies

13.40 There is coverage of pharmacies in the main towns in the district, including in Alton, Four Marks, Clanfield, Liphook, Horndean and Rowlands Castle.

Healthcare - Community and Secondary Care services

Healthcare - Community and Secondary Care services

13.41 Acute hospital provision sits outside of the district, with users visiting a range of different hospitals including at Portsmouth, Guildford, Frimley, Basingstoke and North Hampshire, and Winchester. East Hampshire's percentage of households with access to hospital within 15 minutes by car is 0%. There is no A&E provision in East Hampshire, but Petersfield Minor Injuries Unit is an Urgent Treatment Centre and is open 8am-8pm every day.

13.42 There is a proposal to build a new hospital in Hampshire, with capital investment from the national New Hospital Programme. During 2023/24, NHS Hampshire and Isle of Wight consulted the public on three options for a new hospital building plus proposals for a new model of care. In January 2025, the Government announced changes to the New Hospital Programme including delays to the Hampshire scheme. Construction has been rescheduled to start in 2037-39, which means that Hampshire's new hospital is unlikely to open before 2040. In the meantime, NHS Hampshire and Isle of Wight ICB is focused on finding ways to sustain high quality services in the period before a new hospital is built, and also on considering the impact of the wider changes that were announced in July 2025 through publication of the 'Fit for the Future: 10-year health plan for England'.

13.43 Community Services across East Hampshire are provided largely by NHS Hampshire and Isle of Wight Healthcare NHS Foundation Trust, from a variety of locations across the whole geography. The trust also owns and operates the community hospitals in Alton and Petersfield providing community (step up/ step down and rehabilitation) beds.