• Previous research focusing on palliative care handover to out-of-hours services prior to the new GMS contract in the UK found deficiencies.

• To date limited data exists under the provisions of the new GMS contract, which came into force in 2004.

• Many private companies have been employed by primary care organizations across the UK to provide out-of-hours care, and no data exists in how far palliative care patient information exchange is dealt with and handled in this setting.

• GPs interviewed in this study felt there were deficiencies in information exchange, continuity and available resources (such as access to medication) for palliative care patients out-of-hours and often felt isolated.