

Improving Your Access to GP Services

We are working with your local GP practice to make it easier for you to access the care you need, when you need it – and from the right professional. This may not always be a GP, but the right person for your needs.

What We've Done So Far

We have introduced a number of changes over the past few years to help with access, including:

- Employed different roles as part of the practice team including Clinical Pharmacists, Social Prescribers and First Contact Physiotherapists for example
 - Provided more appointments
 - Introduced a cloud-based telephone system for better call handling
 - Online consultations, giving you another way to contact your practice
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What We're Doing in 2025/26

Easier Contact by Phone

- Call-back option available – no need to wait on hold
- We aim to answer calls within 10 minutes

Online Consultation

- Available Monday to Friday, 8am–6.30pm (excluding bank holidays)
- Clinical queries: response by the end of the next working day
- Non-clinical queries: response within 3 working days

Care Navigation

- Our team will guide you to the right support – whether by phone, in person, or online
- This may include booking an appointment with a GP, a member of our practice team or signposting to services such as Community Pharmacy

Continuity of Care for Complex Needs

- We listened to your feedback: continuity matters
- Some of our patients with complex health needs will get a named care team – these patients will be informed of their team

- We are reviewing our appointments to ensure patients see the right clinician at the right time

Sign Up for the NHS App

The NHS App helps you to:

- Manage your appointments
- Order repeat prescriptions
- View parts of your GP health record
- Access trusted health information

If you're aged 13 or over, speak to our reception team, join one of our digital support workshops, or click on the link to get started: [Sign up to the NHS APP](#)

We are also working together across practices and primary care organisations to provide additional appointments

We Want to Hear From You!

In 2024, we:

- Ran a patient survey to gain your thoughts on access to GP services
- Held local face-to-face engagement events and a borough-wide webinar

In 2025/26, we will:

- Develop a new patient survey with your help through the Patient Participation Group (PPG)
- Share the survey widely
- Host another open engagement session – all welcome!

We're committed to improving with your help. We'll continue to involve you through:

- Patient Participation Group (PPG) meetings
- Feedback via our practice website
- Local health engagement events

Thank you for helping us shape better GP services for our community.