**Improving Your Access to GP Services**  
We are working with local GP practices 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.

**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 Pharmacists, Social Prescribers, Dieticians, GP Assistants, and Physiotherapists, for example
* Provided more appointments
* Introduced a cloud-based telephone system for better call handling
* Enabled online consultations, giving you another way to contact your practice

**What We're Doing in 2025/26**

**Easier Contact by Phone**

* Call-back option available – no need to wait on hold
* We are working to reduce our call queue waiting times
* We are working together across practices and primary care organisations to provide additional appointments.

**We will also be focusing on the areas:**

**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, another clinical team member, 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

**Improving Your Access to GP Services**

**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**](https://www.nhs.uk/nhs-app/nhs-app-help-and-support/getting-started-with-the-nhs-app/)

**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.