

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
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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 are working to reduce our call queue waiting times
 - We are working together across practices and primary care organisations to provide additional appointments.
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We will also be focusing on the areas:

Online Consultation

- Available Monday to Friday, 8am–6.30pm (excluding bank holidays)
- We aim to respond to clinical and non-clinical enquiries as soon as possible
- Clinical requests will be triaged with priority

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 have a care team in place to further support their needs
- These patients will be informed of this
- 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](#)

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.