

## **IMPROVING YOUR ACCESS TO GP SERVICES**

At our practice, we are making it easier for you to get the care you need, when you need it, from the right professional. This may not always be a GP, but the right person for your needs.

### **What we have already improved**

Over the last year, we have been working to improve access by:

- Improving telephone systems and call handling
- Supporting you to find the right care or service for your needs
- Providing more consistent care for patients with complex needs
- Encouraging use of digital tools such as the NHS App
- Asking patients for feedback to help shape services

### **What is new in 2026/27**

This year, we are building on that work and focusing on:

#### **Easier contact with your practice**

- Making it easier to contact the practice
- Practices are continuing to improve phone systems, call-back options and queue information
- We are also working to make access clearer and more consistent across all practices

#### **More support to use the NHS App**

The NHS App can help you:

- Order repeat prescriptions quickly
- View parts of your GP health record
- See test results
- Manage appointments where available
- Receive messages from your practice

#### **New this year:**

- Our team can guide you through setting up and using the NHS App, making it simpler to manage your health
- Where available, online services will include translation support

#### **More consistent care for patients who need it most**

Some patients with more complex or ongoing health needs benefit from seeing the same team more regularly.

#### **New this year:**

- More patients will be identified who would benefit from more consistent care
- We will focus on supporting patients with more complex or higher-risk health needs
- We will keep reviewing how this works so care feels more joined-up and consistent

## **Listening to patients and acting on feedback**

Your feedback helps us improve how access works.

### **This year practices will:**

- Run an access survey for patients
- Promote it widely online, by text, in practices and through local networks
- Use feedback to improve services

### **New this year:**

- There will be a stronger focus on hearing from different communities and people who may find it harder to access care
- We will carry out community engagement during the year
- We will work with local groups and partners to build trust and improve access

### **Reaching out into local communities**

### **New this year:**

- We will identify local population groups who may face more barriers to accessing care
- We will take part in community sessions and events to improve awareness

### **We want to hear from you**

- We are committed to improving with your help. You can get involved through:
- Patient surveys
- Practice Patient Participation Groups
- Practice website
- Local engagement and outreach events

## **THANK YOU**

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