



# IMPROVING YOUR ACCESS TO GP SERVICES

## 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 clinicians as part of the practice team including Clinical Pharmacists, Social Prescribers and First Contact Physiotherapists
- Provided more appointments
- Cloud-based telephone system for better call handling
- Online consultations, giving you another way to contact us
- Easier Contact by Phone:
  - Call-back option available, no need to wait on hold
  - We aim to answer calls within 10 mins (our average waiting time is 3-4 mins)

## What We're Doing in 2025/26

- We are working together across practices and primary care organisations to provide additional appointments and while we are aware that for very many people in Harefield, these additional out-of-area appointments are currently inaccessible (thank you for your feedback) please rest assured that The Harefield Practice and our PPG, with the support of our MP are continuing to work with the organisers of this service to ensure that the needs of the people of Harefield will be met.

## Online Consultation

- Available Monday to Friday, 8am-6.30pm (excluding bank holidays)
- Clinical & Non-clinical queries: response by end of next working day with most by the end of the same day



## 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 your Community Pharmacy



## Improving Your Access to GP Services

### Sign Up for the NHS App

The NHS App helps you to:

- Help you manage your appointments
- Order repeat prescriptions
- View parts of your GP health record
- Access trusted health information

If you're aged 13 or over, visit our website [www.theharefieldpractice.co.uk](http://www.theharefieldpractice.co.uk) or speak to our reception team so we can sign you up



## 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
- Reviewing our appointments to ensure patients are seeing the right clinician at the right time



## 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

### For 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.**