

Total Access

On Monday 19th January, we will be moving to a “**total access**” system. This is in line with national NHS guidance to make access fairer, safer and more efficient for everyone.

What is changing?

Instead of booking directly into a GP appointment, **all new requests for help will start with a short online form**. This lets a clinician review your problem first and decide:

- how urgent it is
- who in the team is best placed to help you (GP, nurse, pharmacist, physio, etc)
- whether you need a face-to-face or telephone appointment or advice

How to request an appointment

You can contact us in three main ways:

1. **NHS App**
 - Log in to the **NHS App**
 - Go to our practice section and complete the **online consultation form** about your problem.
2. **Practice website**
 - Visit our **surgery website**
 - Click on the **online consultation link**
 - Fill in the form with details of your symptoms or query.
3. **By phone or in person if you cannot use online forms**
 - If you are **unable to use the internet or the NHS App**, you can **phone or attend reception as usual**
 - Our **care navigators** (reception team) will complete the same form **on your behalf**
 - A **trusted friend or relative** can also complete the form for you if you prefer

No one will be disadvantaged for not being able to use online services – you will still be able to access care by phoning or attending the practice.

What happens after you submit a form?

- Your form is reviewed by a **clinician**.
- We prioritise requests according to **clinical need** (urgent, soon, or routine).
- You will then receive:
 - a **booking link** or a call/text with an appointment time, or

- advice, signposting to another service,
- or a request for more information (e.g. a photo).

Why are we doing this?

This approach helps us to:

- Make sure **urgent problems are dealt with quickly**
- Use the **wider practice team** more effectively
- Improve **continuity of care** for those who need it most
- Reduce long waits and the “8am rush” for appointments

We will keep this system under regular review to ensure it is safe, fair and working well for all our patients, including those who are older, disabled, have language barriers or are less confident with technology. Please bear with us as we all get used to the new system.

Information on practice activity for 2025

Reception, dispensary and admin teams answered 31,674 telephone calls.

790 patients received a successful call back on the telephone system instead of waiting in the “queue”.

Our practice dispensary issued 23,566 medications to patients who we are approved to dispense to – this is in addition to the 33,811 prescriptions produced by our dispensary team for pharmacies to issue medications for our patients.

We performed and actioned 6,706 pathology tests.

We completed 1,530 medication reviews.

We performed 28,784 consultations from appointments.

We made 1,895 referrals for patients to attend secondary care/hospitals.

Our DNA rates were 675 appointments throughout the year, due to patients not attending and not informing us in time to offer the appointment to another patient. This equals around 190 hours of clinical appointment time. If we averaged this out per week, this could be another morning or afternoon surgery per week for a doctor or nurse to see patients.

Our “family and friends” results – the NHS survey to obtain feedback from patients after visits to the surgery - were 96% positive for 2025 out of 2,816 responses. We always look at feedback as a team to discuss positive and negative themes.