

SUPPORTING OUR PATIENTS

We care that our patients have the right care at the right time. Here's a summary of what the new GP contract means for you.

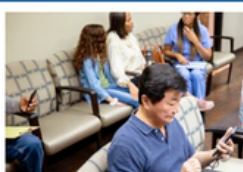
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GPs provided two million more appointments last month than in March last year



GP appointments hit record high as workforce continues to fall

By Nick Bostock on the 27 April 2023

General practice delivered 31.6m appointments in March excluding COVID-19 jobs - the highest figure recorded for that month - while the GP workforce continues to fall.



More appointments

Despite the declining number of GPs across the country, we continue to deliver more appointments than ever before. Primary care offers a range of in-person, virtual and at-home services delivered by multidisciplinary teams.

This means more choice.



The 8am appointment scramble could be a thing of the past. Image: Getty Images

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End of 8am rush for GP appointment as patients must now get slot FIRST time they call

PEOPLE will no longer be fobbed off by their family doctor when calling for an appointment and asked to 'call back later'.

From May 15, GPs that cannot offer an appointment right away will be obliged to provide people with an assessment there and then - or signpost them to an 'appropriate medical service'.



From May 15, GPs will have to provide patients with an appointment right away. Credit: Getty

Same-day options available

News headlines have been inconsistent and often misleading.

The new contract asks that your practice ensures you are seen by the appropriate service at the right time. This does not mean you will always be offered a GP appointment on the same day. We may have to signpost you to another service taking into account choice and capacity.

We will continue to offer appointments where we can and it may be that another service is a better fit for your needs - this could include the local pharmacy, NHS 111 or A&E.

	Minor cuts and grazes Bruises and minor sprains Coughs and colds	Self Care Stock your medicine cabinet
	Minor illnesses Headache Stomach upsets Bites and stings	Pharmacy
	Feeling unwell? Unsure? Anxious? Need help?	NHS 111
	Persistent symptoms Chronic pain Long term conditions	GP Advice Out of Hours call 111
	Choking Chest pain Blacking out Serious blood loss	A&E or 999 Emergencies only

More choice

You will start to see more information in practice and on our website and social media channels to help you make informed decisions about your care.

Between the NHS website and NHS app, your local pharmacist, NHS 111, our online consultations and our telephone call back service, we are doing everything we can to help. For those able to access online services, this helps us to ensure that our phone lines are kept as free as possible for those who need it.