

Make it easier to get a GP appointment

On a call yesterday for MPs with the Secretary of State for Health I raised the issue of GP appointments. I asked that GP surgeries should have a phone and internet booking system which allows a patient to get an on line or face to face consultation as appropriate. I have been getting complaints where a surgery requires someone to ring at a single specified time each day to see if they can get an appointment that day. In the worst cases there is great difficulty in getting through at all. NHS surgery services should allow forward booking with good phone access as many good practices already offer. I was told this is an issue which senior NHS management is working on. It would be possible for NHS England to require a minimum standard or to issue New guidance.