

Access to GP Services in Acton

What our patients told us
Patient & Public Survey – 2860
responses

About the survey

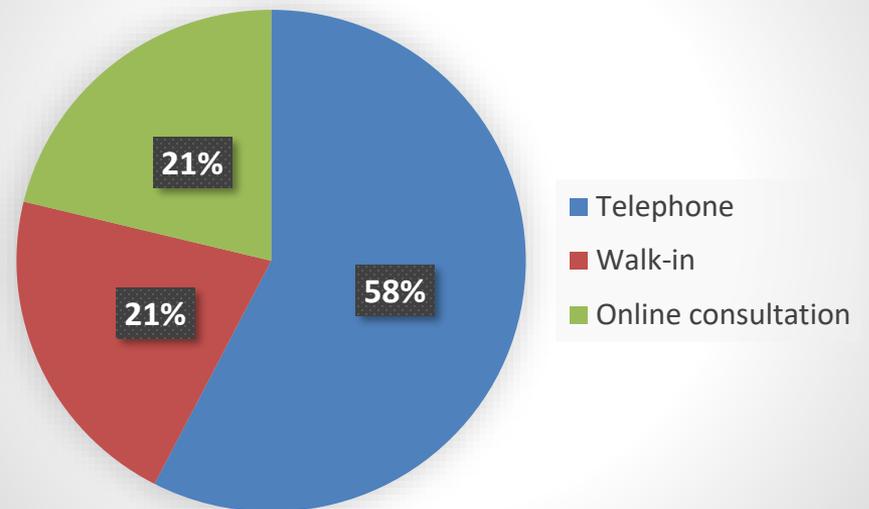
2860 patients across Acton shared their views.

We asked about access to GP services and awareness of other options.

This helps us improve services and communication.

How patients contact the surgery

Patients



What this means



Most patients still contact us by telephone.



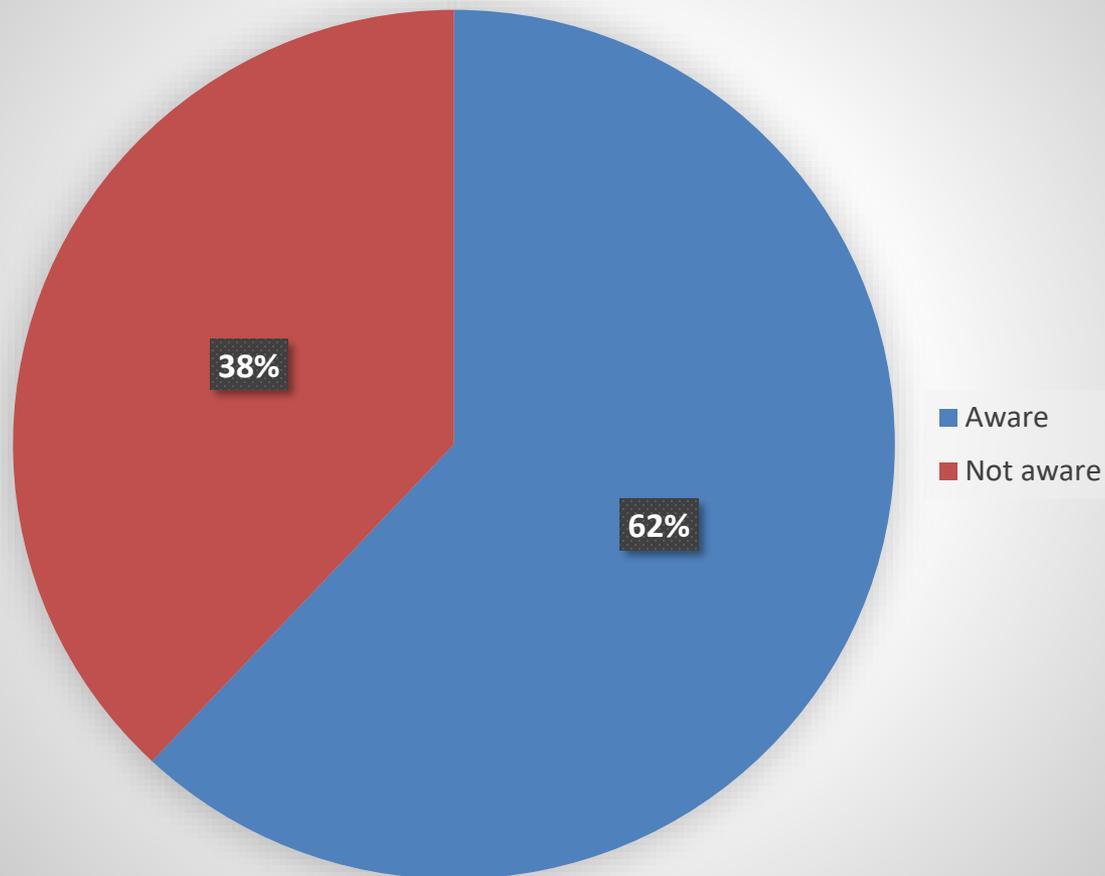
Many patients also use walk-in or online options.



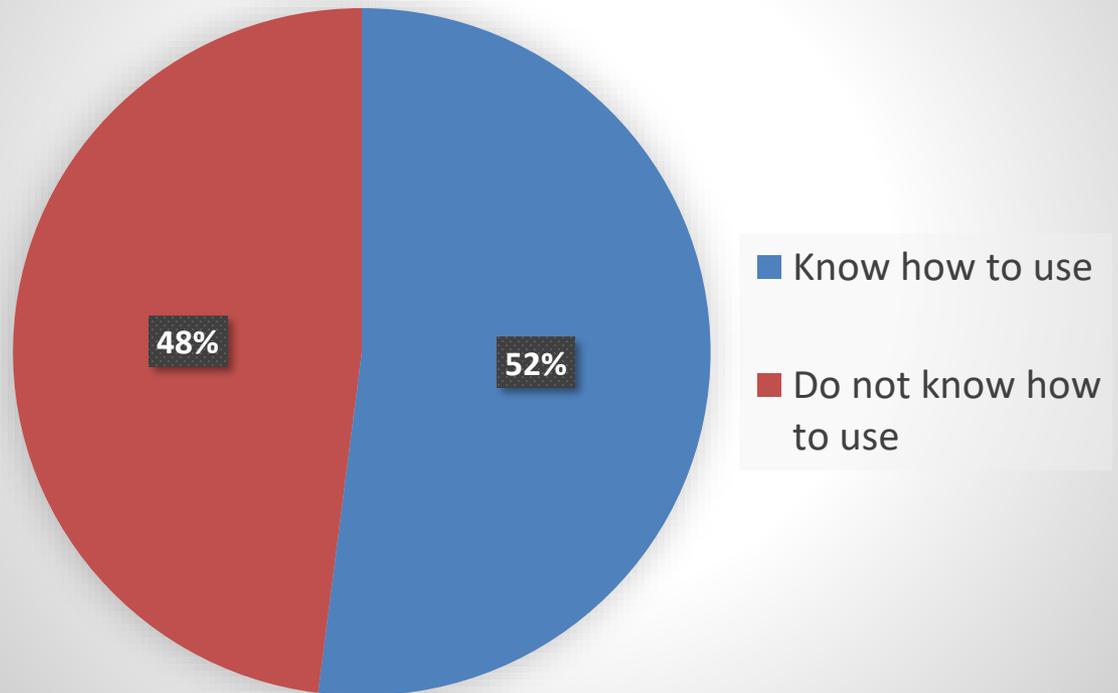
We can do more to support and promote digital access.

Awareness of online consultations

Patients



Patients aware of online consultations



Confidence
using online
consultations

What this means

Many patients know online consultations exist.



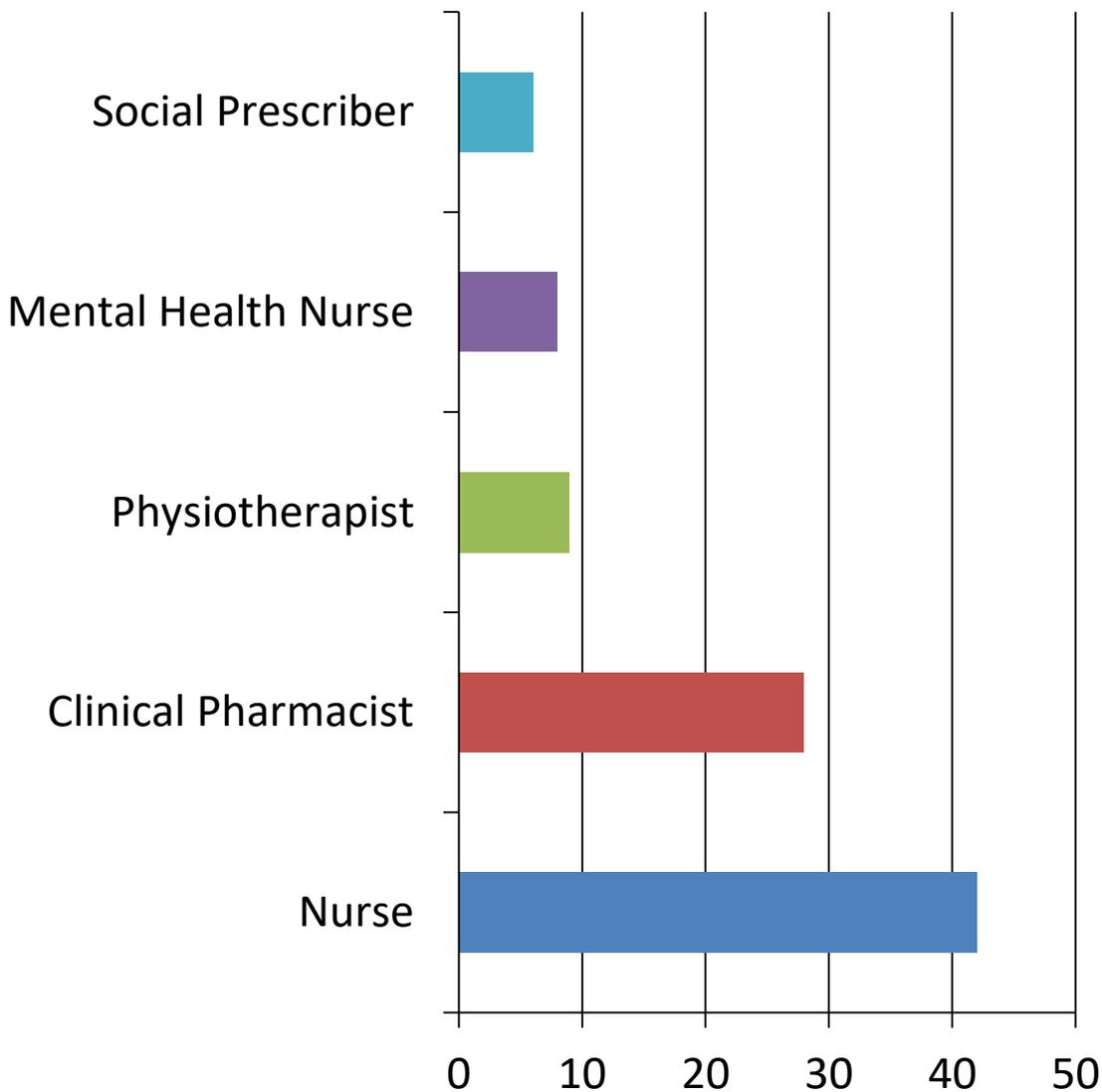
Almost half are unsure how to use them.



Clear guidance and support are needed.

Awareness of being able to see other professionals without the need to see a GP first

Patients (percentages)



What this means

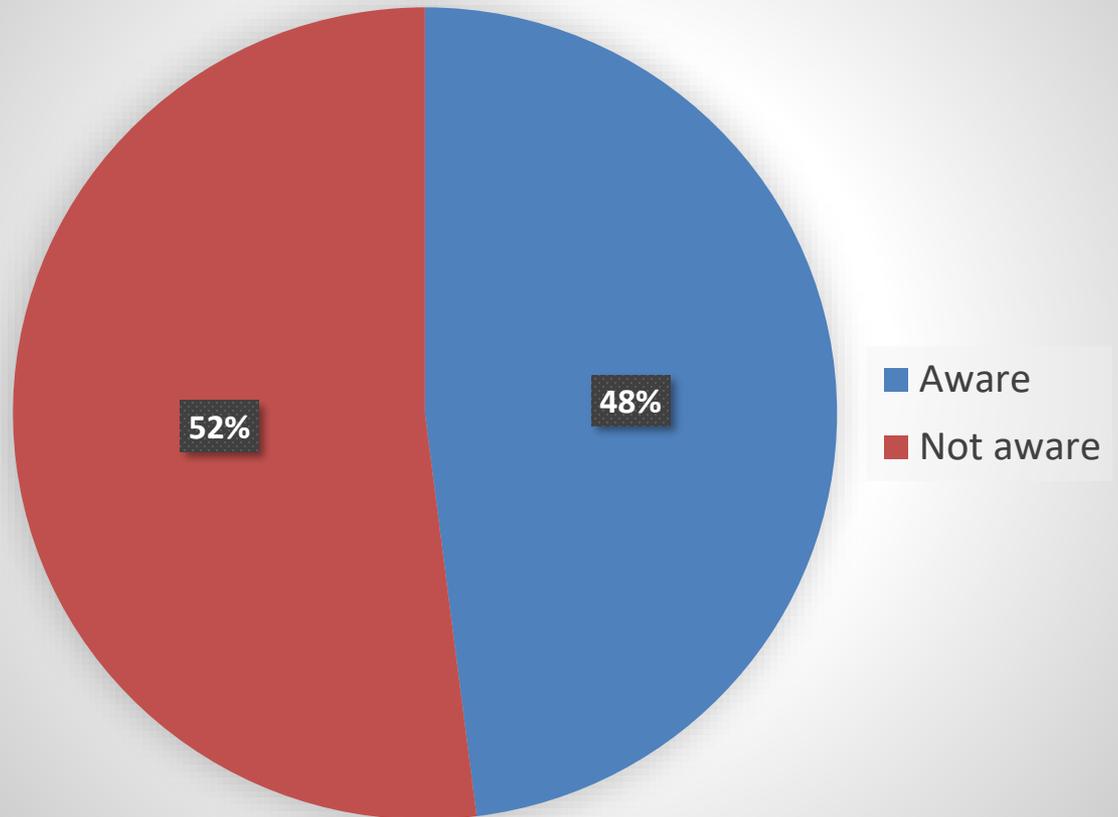
Patients know about
nurses and pharmacists.

Awareness of other
team members is low.

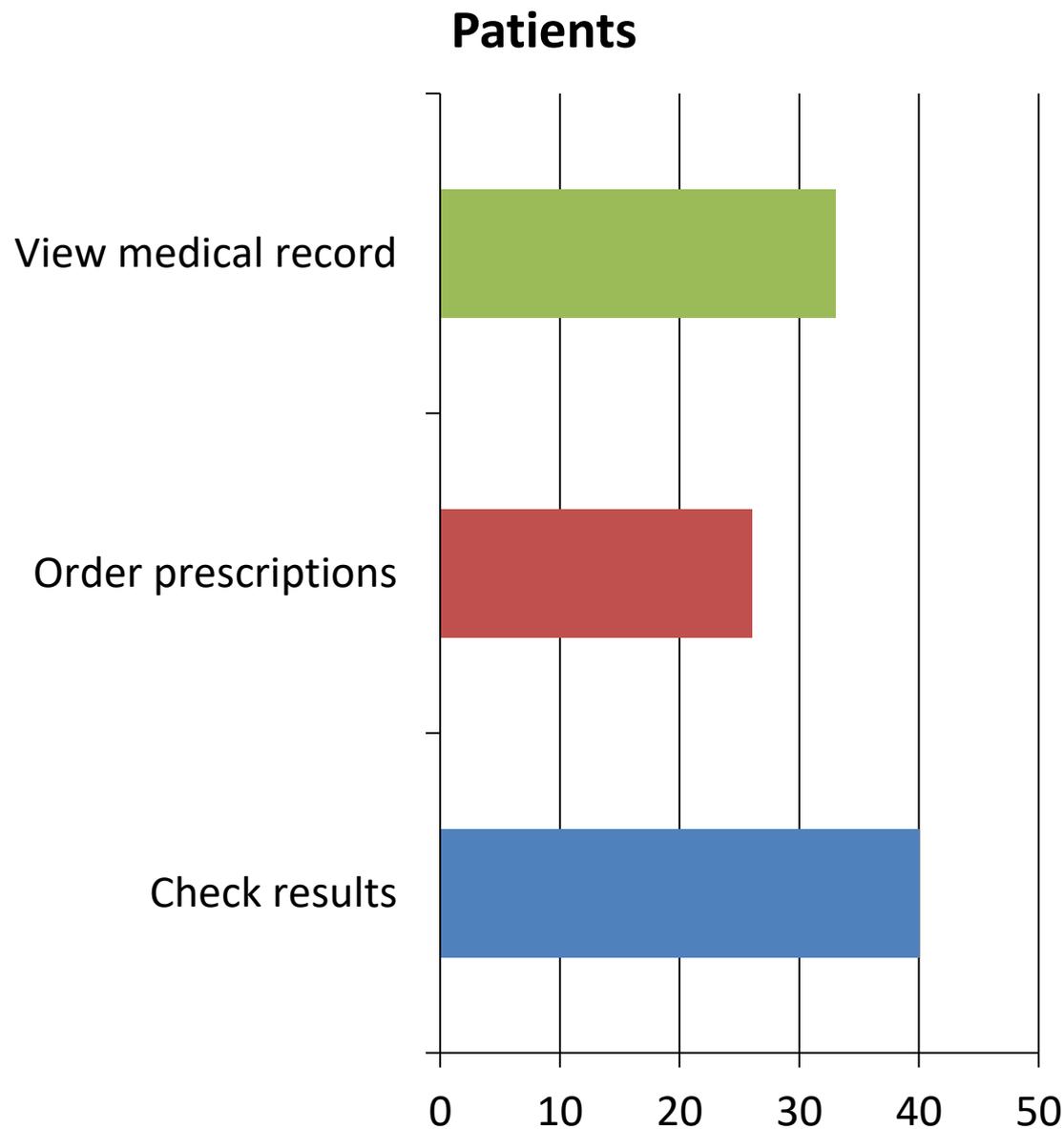
We need to explain who
can help and when.

Awareness of Pharmacy First

Patients



How patients use the NHS App



What this means

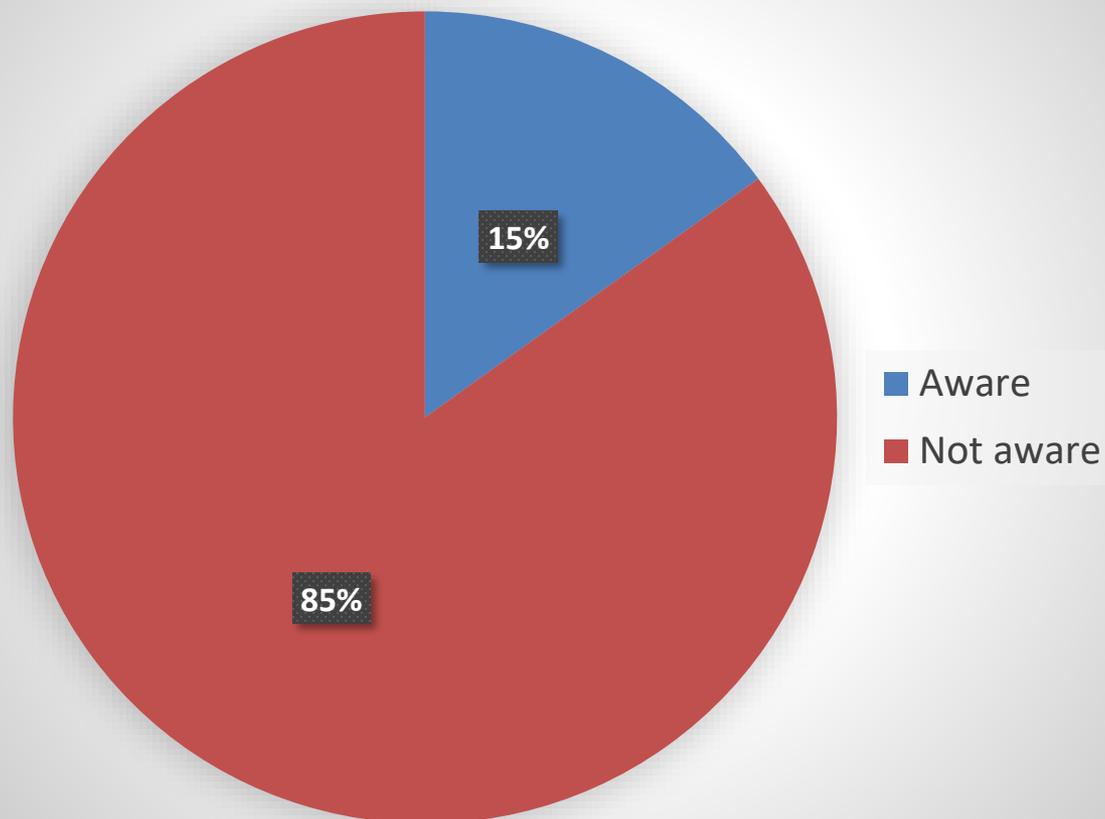
Almost everyone knows about the NHS App.

Many patients already use it for key tasks.

We can encourage even more use.

Awareness of extended hours appointments

Patients



What this
means

Most patients do not know about evening and weekend appointments.

Better communication is needed.

What we will work on

Clear
information
on online
consultations.

Better
explanations
of the full
healthcare
team.

Promoting
Pharmacy
First and
extended
hours clinics.

Helping
patients get
the most from
the NHS App.