

## **Brentworth PCN – Improving Access and Care for Local Patients**

Brentworth Primary Care Network (PCN) supports patients across Brentford and Isleworth, covering 7 local GP practices and caring for around 60,000 people. Our practices are working together to make it easier to get the care you need, when you need it.

### **What's New for 2025/26?**

#### **✓ Improving Access to Care**

- We aim to answer 90% of phone calls to practices, within 10 minutes.
- We aim to respond to online consultations by the end of the next working day.
- We aim to keep our websites updated with relevant information for patients.

#### **✓ Helping You Stay Well**

- We aim to focus on communities in areas with higher deprivation to ensure improvement in health outcomes.
- We will be using data to spot who needs more support and help them earlier. We have access to data to support the referral of patients to education or courses that will support in the management of long-term conditions e.g. Diabetes weight management courses and National Diabetes Prevention Programme.

#### **✓ Better Use of Resources**

- We will be encouraging more patients to use the NHS App to manage appointments, request prescriptions, manage hospital appointments and view test results.
- We will be promoting Pharmacy First so pharmacists can help with common health issues, saving GP appointments for those who really need them. Common ailments that Pharmacists treat include impetigo, sore throat, UTI, shingles, earache and insect bites.
- We aim to start a new Paediatric Hub (0-4 years) in summer 2025, offering evening appointments to help reduce unnecessary trips to A&E for young children.

#### **✓ Supporting Patients Who Need Continuity**

- We aim to ensure that patients with complex health needs have a named GP for continuity of care.

Our aim is to make accessing care simpler, quicker, and more personalised – helping you get the right care, at the right time, from the right person.