

## **Harrow East Primary Care Network: Improving Your Access to Care (2025–26)**

### **Our Vision**

To ensure that patients in Harrow East can access **high-quality, timely, and appropriate care** through general practice, ensuring patients receive the right care in the right place by the right clinician first time, receive continuity of care where appropriate, equitable healthcare, patient education and empowerment and digital empowerment.

### **Who We Are**

We are a group of three local GP practices – Honeypot Medical Centre, Bacon Lane Surgery, and Mollison Way Surgery – working together to support over 40,000 patients in Harrow East. By working as a team, we can offer more services, quicker access, and better support for all our patients.

### **What We're Doing to Help You**

- **More ways to get care:**
  - Telephone, face-to-face, or online consultations.
  - Same-day urgent appointments through our local hub.
  - Enhanced evening and weekend clinics for extra convenience.
  
- **Support from a wider healthcare team:**
  - GPs, nurses, pharmacists, physiotherapists, healthcare assistants, care coordinators and more.
  - Specialist clinics such as diabetes education, asthma care, spirometry, and warfarin monitoring.
  
- **Better telephone access:**
  - Cloud-based telephone systems in each of our practices with call-back options to reduce waiting times.
  - Our goal is for 90% of calls to be answered within 10 minutes.
  
- **Better online access:**
  - Online consultation platforms, PATCHs (Honeypot Medical Centre); AccuRx (Bacon Lane Surgery) DrIQ (Mollison Way Surgery)
  - Our goal is for 90% of online consultations to be dealt with by the end of the next working day

- **Support with digital education:**
  - Support our patients to learn about and use NHS digital tools (e.g. NHS App and online consultation platforms) that will help you access healthcare more efficiently and also enable you to view your own medical information and manage your own health better
  
- **Fair and timely care for everyone:**
  - A system to make sure urgent problems are seen quickly, while also supporting patients who need ongoing, regular care.
  - Special focus on patients with multiple long-term conditions, frailty, or complex needs – giving them a named clinical team for continuity.
  
- **Accessible for our diverse community:**
  - Health information available in the most common languages spoken locally.
  - Staff recruited from our local communities to help build trust and understanding.
  - Outreach sessions and education groups to support patients and families.
  
- **Listening to you:**
  - Regular patient surveys and patient forums to shape our services.
  - Easy ways to give feedback in your practice e.g. via text message or QR codes.
  - You can get involved by joining your practice's Patient Participation Group (PPG). Contact your GP practice for details.

## **Our Commitment to You**

We want to make accessing care **simpler, faster and fairer**, ensuring you see the right professional first time and you are also empowered to care for your own and your family's health.

Whether you need urgent help, routine care, ongoing support for a long-term condition, or guidance to stay healthy, we are working to care for you.