

Cyflwynwyd yr ymateb i ymgynghoriad y [Pwyllgor Iechyd a Gofal Cymdeithasol ar ddyfodol meddygaeth deulu yng Nghymru](#)

This response was submitted to the [Health and Social Care Committee on the future of general practice in Wales](#)

GP26 : Ymateb gan: Unigolyn | Response from: An Individual



Provision of GP services should be equitable

Everyone should have equitable access to booking an appointment. No one should have to be part of an 8am phone scramble. There are many people for many different reasons who cannot easily book an appointment in this way, for example due to work restrictions or family responsibilities.

Consideration needs to be given to establishing walk-in phlebotomy centres in towns and areas across cities. People are often waiting a week or more to just get a blood test.

Provision of health information

People need to be empowered to take action on their health.

GPs are probably one of the first places people turn to for their health issues, however with the problem of misinformation and the crowded online space, GP websites are probably not the first-place people consider to get health information. GP websites should be standardised, providing clear signposting to health information. In order for people to take action over their health, they need trusted, reliable information. For those that are digitally excluded, GPs could act as health information centres, like a public health library rather than having displays of old and random leaflets and posters. They could host drop-in topic specific advice sessions. Improved provision of health information could help with health literacy and prevent ill health.

Information should be provided on how people can get the most out of their appointments. There has been a rise in GPs 'stating one symptom, one appointment', this seems inappropriate, how often is a condition characterised by just one symptom and how would a person know what is relevant when experiencing several symptoms.

People should be provided with patient pathways so they know what tests and treatments they can expect and be able to advocate for themselves if their care is not following the pathway.

Use of digital technology

As mentioned above, provision of health information by primary care services needs to be improved and consideration needs to be given to standardising GP websites.

The NHS Wales App needs much improvement, mirroring functionality of the NHS England App. It should be the default that people can access their blood test results via the App and not be the decision of individual GP practices whether they authorise this function. The App could provide referral details, especially as wait times are so long and not everyone always receives a letter acknowledging that they are on a waiting list, the App could hold this information for patient reference.

Communication

It is inappropriate that non-clinical staff, i.e. receptionists are authorised to give out blood test results when they don't necessarily understand the information they are providing.

Consideration should be given to telephone appointments, are these appropriate in all instances. Is a judgement made when someone should be seen in person? Could seeing someone in person provide more information to that person's wellbeing?

GP appointments need to be longer to allow for 'teach-back'.

Prevention and Wellness

Primary care seems to focus mostly on treating ill-health, this needs to change. We shouldn't be waiting for people to get sick before intervening. Does the Welsh NHS offer regular health checks?