



North East London

Improving GP access in North East London – October 2025

A case study from Maylands Healthcare

Meeting name: ONEL JHOSC

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Improving access to primary care in north east London

- Over the past two and a half years, a programme of work has been undertaken across North East London to improve access to primary care and the patient experience
- This is part of a national drive to move away from the 8am phone call queue and 'first come, first served' process for allocating appointments to a system where patients' needs are assessed and triaged, allowing practices to provide patients with the most appropriate care or other response, and ensure they are informed on the day they contact the practice how their request will be dealt with
- We are already seeing NEL-wide impact and recent national GP Patient survey results show that the experience and ease of contacting a GP practice in north east London have both improved by 2% over the past year.
- Maylands are presenting their journey, as an example of a practice that has transformed access to primary care.

About Maylands Healthcare



Insight

- Has ≈14,000 patients registered with 10 GPs, three practice nurses, one Primary Care Network (PCN) physiotherapist, one healthcare assistant (HCA) two PCN pharmacists and two PCN general practice assistants (GPAs).
- Surgery based in north east London under Liberty PCN

Values and Vision

- Patient-centred care
- Innovation – embracing technological developments and using them in aiding patient care
- Collaboration – working with Primary Care Network to offer more appointments and better care as per demand (St George's Hub, Out of Hours (OOHs), Pharmacists, Physio and GPAs)
- Sustainability – ensuring long-term improvements by future-proofing access to GP services.

Challenges



Queues at 8am
outside and on
phones causing
limited access
for patients



Rising
appointment
demand and
workforce
pressures



Need for fairer
and faster
access to GP
services

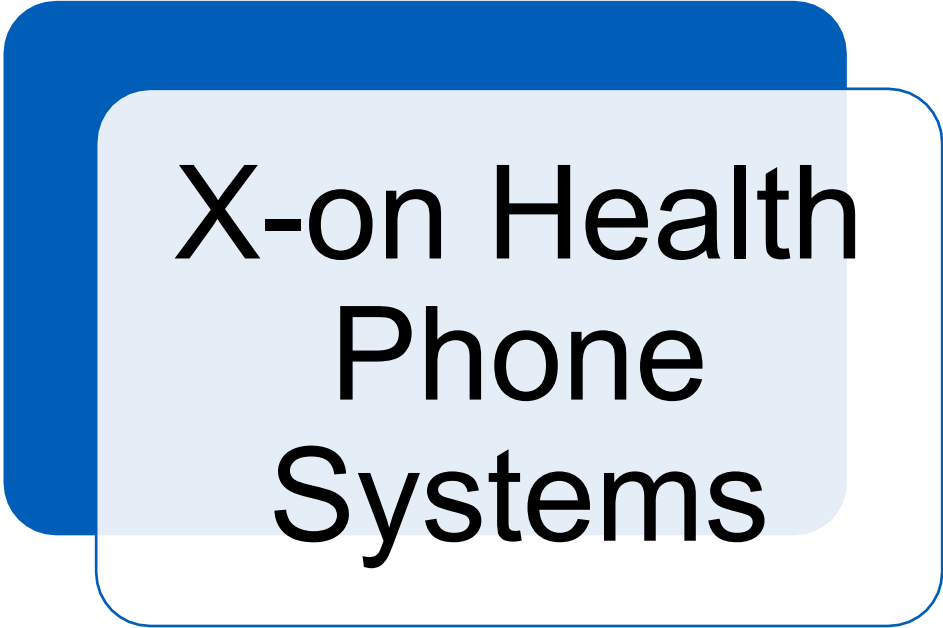


Long waiting
times on
phones



Increased
pressure on
other NHS
services like
Polyclinic, 111
and A&E

Our solutions

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X-on Health
Phone
Systems

A graphic consisting of a dark blue rounded rectangle with a light blue rounded rectangle inside it, which is further enclosed by a white rounded rectangle with a blue border.

Klinik
Appointment
System

What is X-on Health?



Overview

- Cloud-based telephony solution designed for GP practices
- Smart call management, reducing patient wait times
- Integrated with clinical systems for seamless workflow

Benefits for patients

- Fairer access – calls are queued and managed digitally (no engaged tone)
- Call-back option to avoid long wait times
- Clearer, more reliable phone connection
- Easier access for vulnerable or digitally excluded patients

What is X-on Health?



Benefits for staff

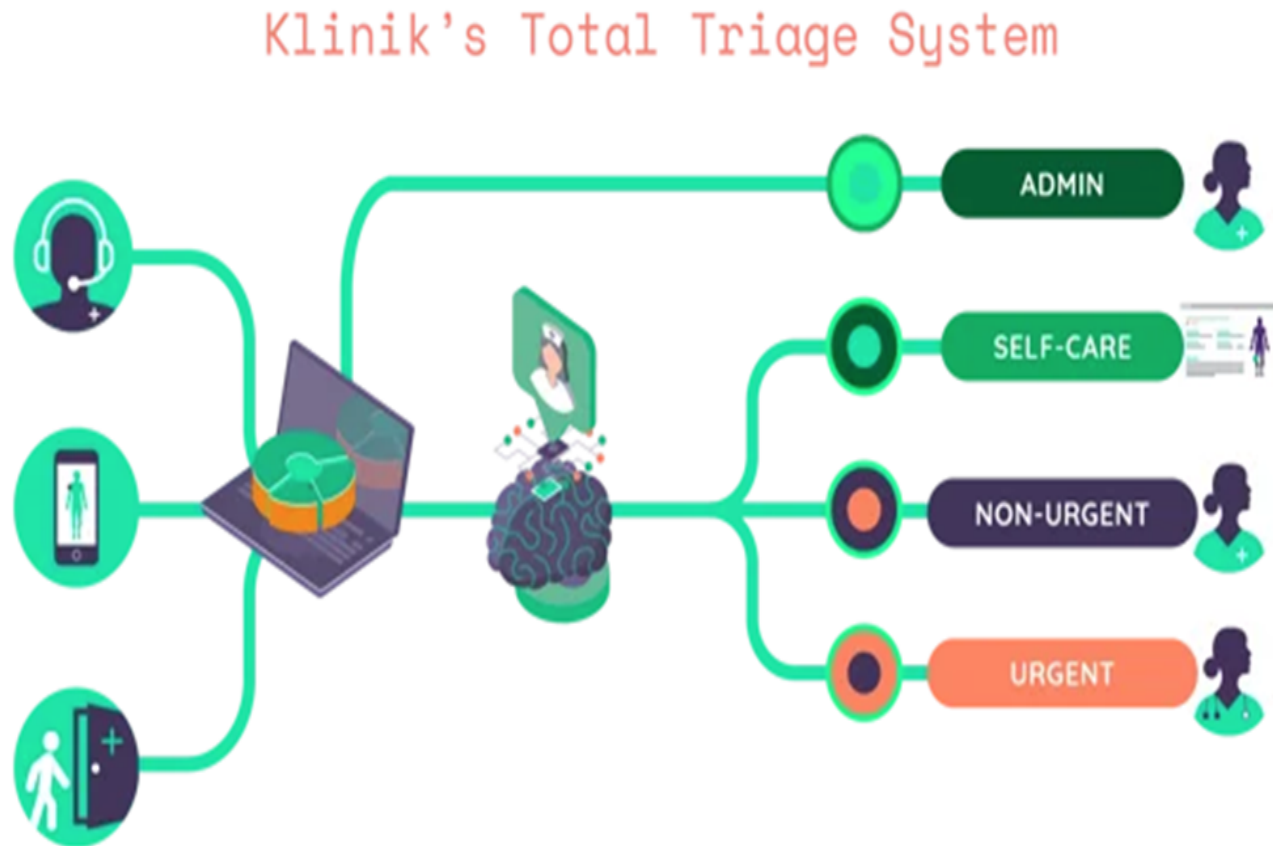
- Real-time call data and reporting to manage demand
- Flexible call handling (transfer, record, route)
- Improves efficiency and reduces stress for reception teams

Impact at Maylands Healthcare

- Significant reduction in missed calls
- More patients able to get through first time
- Smoother, more organised reception workflow

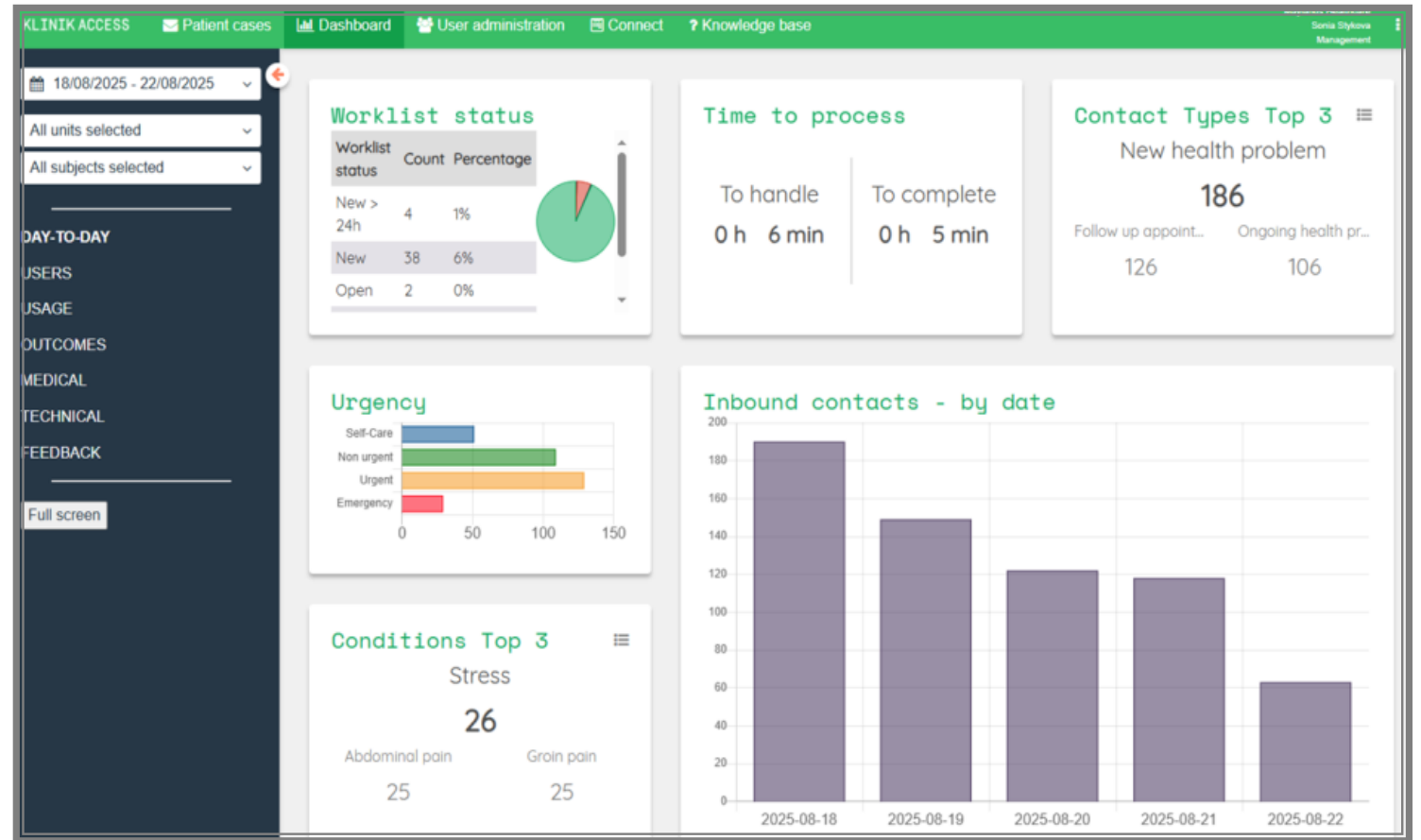
What is Klinik?

- AI-based triage & patient flow management tool
- Automatically assesses urgency across 1,000+ symptoms
- Provides structured patient history for triaging staff mirroring consultation style
- Offers real-time analytics and statistics for demand management and workforce planning



How we use Klinik at Maylands

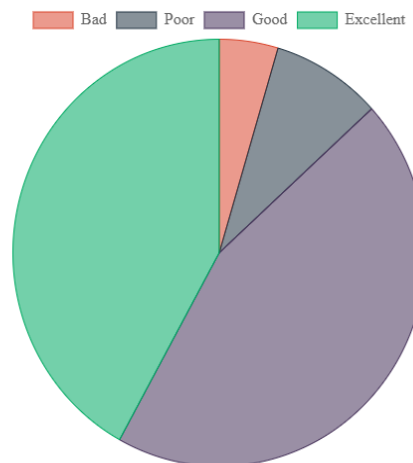
- Patients can submit requests online from 07:30 till 18:30
- Trained triaging team
- Klinik appointment slots
- Trained staff to book appointments
- Able to direct patients to GP, pharmacist, physio, nursing team or admin according to request
- Streamlines diagnosis, triage, and treatment



Benefits for patients

- Faster, fairer access to care
- Convenient booking – no 8am bottleneck
- Increased utilisation of nurse clinical sessions, pharmacy appointments and MSK practitioners
- Improved outcomes and satisfaction (clinician-led triage)
- 68% of patients satisfied with appointment waiting time (2025 survey)

Patient feedback ▾

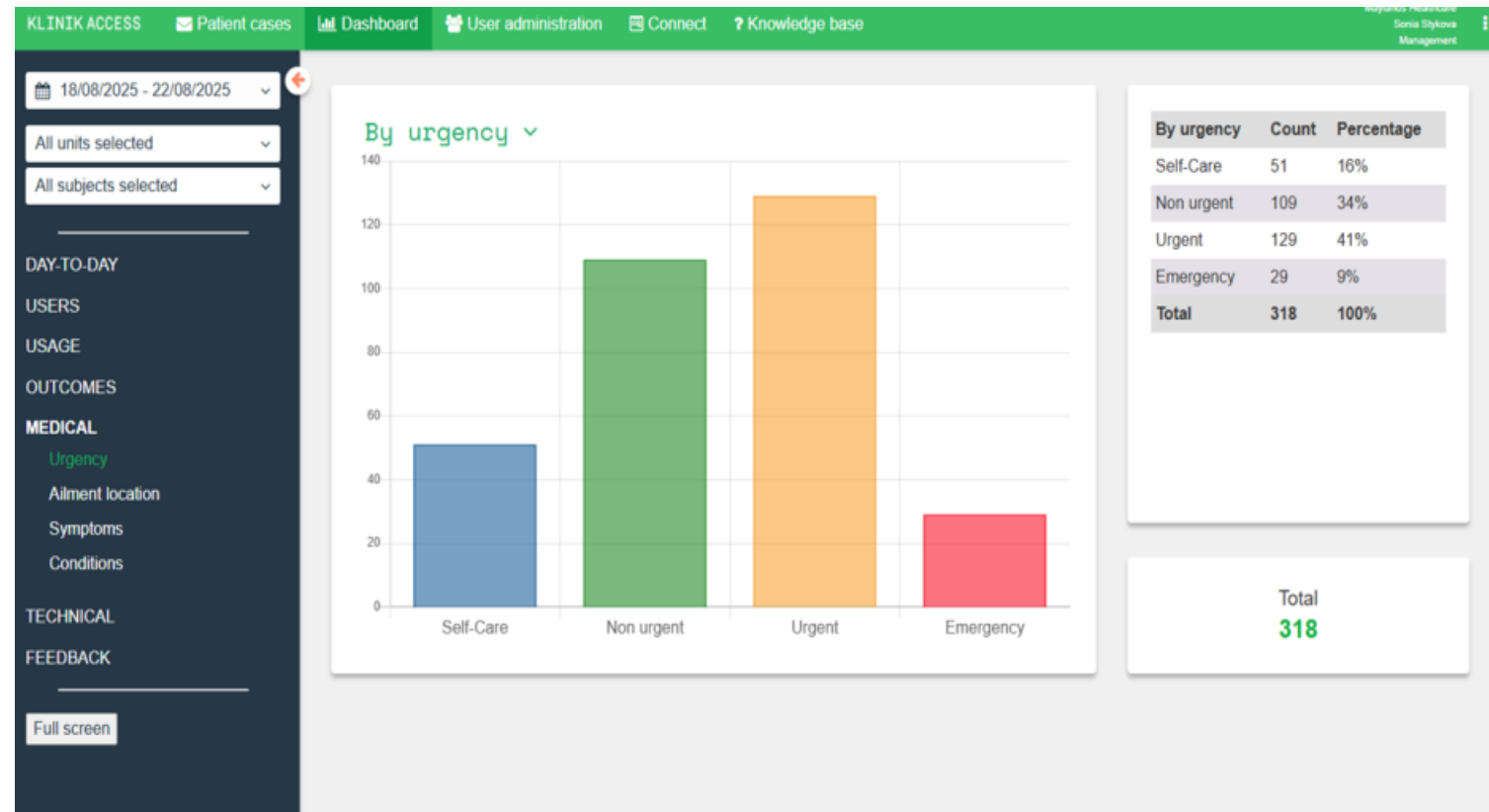


Patient feedback	Count	Percentage
Bad	197	5%
Poor	370	9%
Good	1921	45%
Excellent	1800	42%
Total	4288	100%

Total
4288

Benefits for patients

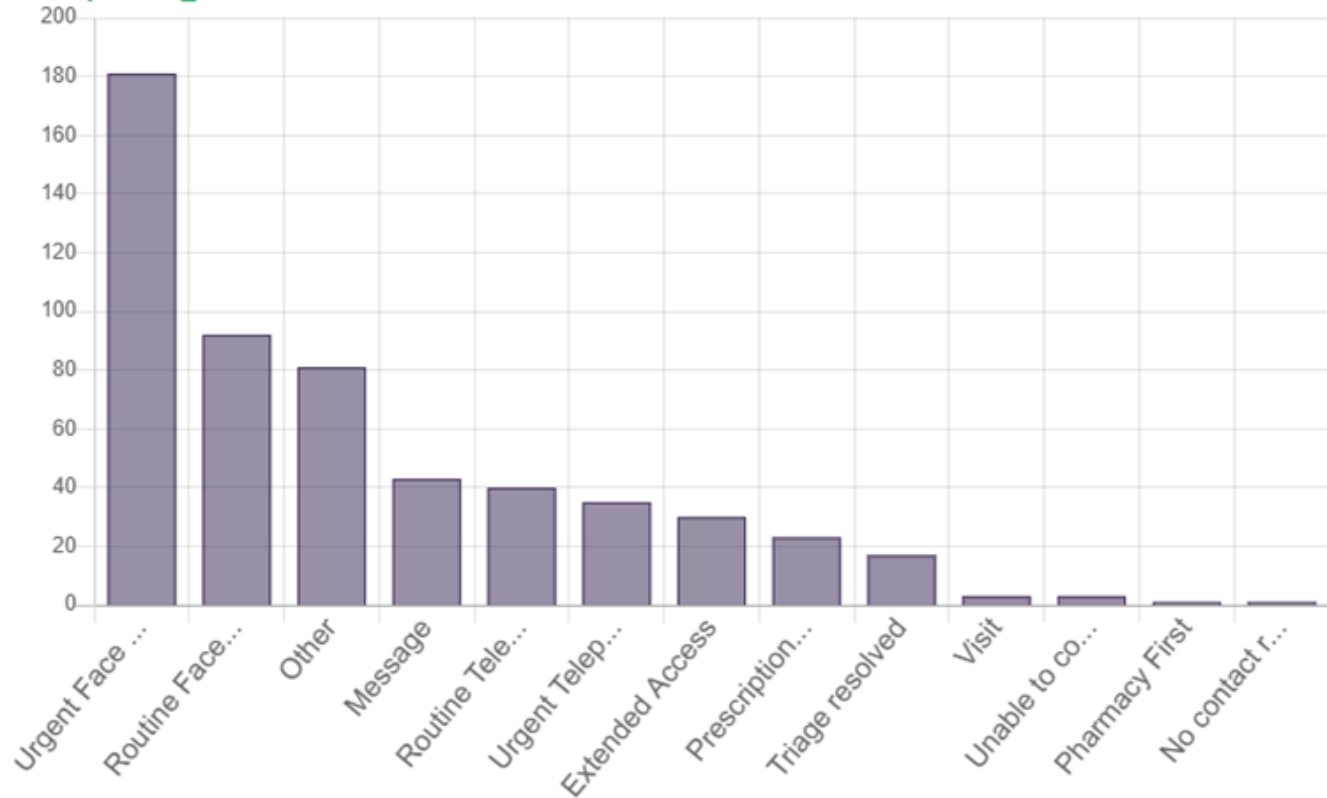
- Workload reduction – cuts 20% of tasks
- Frees 3–5 GP sessions per week
- Redirects 40–60% of contacts to non-GP staff
- Boosts morale and job satisfaction
- Reduced abuse and stress at reception front desk



Wider impact

- Data-driven decision making for workforce planning
- Scalable benefits across Primary Care Networks (PCN)
- Potential savings of up to £300,000 per PCN
- Reductions in the use of NHS111 slots as more cases answered by the practice

Enquiry outcome



Goals looking ahead



Improving appointment waiting times



Spread awareness of other local services and service options (eg. Pharmacy first, physios etc)



Reduce number of unmet demand



Keep improving the clinical system



Continue to expand digital-first access



Ongoing improvements through feedback and analytics



Building a resilient and patient-centred healthcare system

Patient view



★★★★★ 3 months ago

Online form at 8am , call back at 9 , appointment at 10.20 , amazing service from a wonderful young doctor , had lost faith but my opinion has changed, he pulled out all the stops to get things done for me , Well done Maylands



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Patient view



★★★★★ a year ago

Really impressed with the new Klinik system for booking appointments. My husband was seen on the same day as an urgent appointment. I was seen in 2 days time as a non-urgent. My GP was lovely. She took time to listen and explain everything. She looked into my past record with care and gave great advice. Very satisfied



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Patient view



★★★★★ a year ago

I was sceptical about the new Klinik booking online but it's been great. Appointments are easier to get less running back and forth ..so easy to get help when needed now.
Staff at surgery are friendly and polite much better now there's a service in place. Well done all x



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Spreading good practice across north east London

- Using data and patient feedback to understand variation in patient access and patient experience
- Support targeted at those practices with the greatest challenges
- Two Modern General Practice Peer Ambassador GPs are providing support to practices and teams in implementing the Modern General Practice framework
- NEL-wide webinars to share good practice and support practices to implement contractual requirements around access - over 200 people attended the first one.
- 28 practices are participating in a national Quality Improvement Programme to improve access
- Practices are being supported with digital tools to improve access and free up capacity.

Reference List

- *Health Innovation Yorkshire & Humber* (2025). Available at: <https://www.healthinnovationyh.org.uk/how-we-can-help-you/industry/case-studies/using-ai-to-triage-patients-provide-better-patient-experience-and-reduce-pressure-on-frontline-staff> (Accessed 1 October 2025).
- *Klinik Healthcare Solutions* (2025). Available at: <https://klinikhealthcaresolutions.com/> (Accessed 1 October 2025).
- *Maylands Healthcare Reviews* (2025). Available at: <https://www.google.com/search?%E2%80%A6Maylands+Healthcare+Reviews> (Accessed 1 October 2025).
- *X-on Health* (2025). Available at: <https://www.x-on.co.uk/> (Accessed 1 October 2025).



North East London



Thank You

Maylands Healthcare

Dr Atul Aggarwal