

Scottish Government submission of 12 February 2024

PE2070/A: Stop same-day-only GP appointment systems

Thank you for providing the opportunity to respond to this petition for the Scottish Parliament to urge the Scottish Government to stop GP surgeries from only allowing same-day appointment bookings, enabling patients also to make appointments for future dates. I apologise for the delay in doing so which is due to an administrative oversight.

In November, the Scottish Government published The General Practice Access Principles. This report, which sets out a clear framework for the core principles of how GP services should be delivered – equitably, sensitively, reasonably and appropriately, making the most effective use of resources and systems currently available.

The main principles are:

1. Access to General Practice is inclusive and equitable for people, based on the principles of [Realistic Medicine and Value Based Health & Care](#). Care will be person-centred and based on what matters to the individual.
2. People should have a reasonable choice about how they access services.
3. Services should be approachable, sensitive, compassionate, and considerate to need.
4. General Practices should help people to get the right care from the best and most appropriate person or team to care for them (Right Care, Right Place, Right Time).

We continue to work together with all relevant partners to effectively implement these principles, including through our commitment to the ongoing recruitment of primary care multi-disciplinary teams as well as Phase Two of the GMS Contract.

Healthcare Improvement Scotland's Primary Care Access Programme has already worked with over 100 general practices to improve access arrangements and continues to run with excellent uptake.

I hope that the Committee finds this response helpful in considering the petition.

General Practice Policy Division