

Great Chapel Street Medical Centre

Patient Participation Group

Date: 20th August 2026 at 1pm.

1. GP Appointment System Changes

The Practice discussed the upcoming changes to the GP appointment system, which will be introduced from Tuesday 1st September 2026.

Following feedback from patients regarding the GP walk in clinics, particularly concerns around queueing and waiting times, and the practice has taken this feedback on board from patients and services and reviewed how GP appointments are provided.

As a result, the practice will be moving to a fully booked appointment system, and there will no longer be GP walk in clinics.

The new system aims to provide patients with greater choice and flexibility in accessing GP appointments. Patients will be able to book appointments:

- On the same day
- Up to 2 days in advance
- Up to 3 days in advance
- Up to 4 weeks in advance

The aim of the new appointment system is to make GP appointments more accessible and easier to access for all patients, while reducing the need for patients to queue and wait for a walk in appointment.

The Practice explained that the changes have been developed in response to patient/service feedback and that the new system will be kept under review following implementation. The team will support patients in understanding and accessing the new appointment system.

All patients have been asked to speak with our friendly reception team who will be very happy to explain the new booking system.

PPG Feedback:

LM - 'I came last week and there were 8 people in front, so I just left. I am very happy that you are changing this. You all do a great job and this will be better for everyone'.

YA - 'The walk-in clinic is too stressful. Everyone is fighting, waiting together outside. I feel sorry for people sometimes when they are upset and then they leave, and also this is horrible for your Reception when people shout'

Great Chapel Street Medical Centre

OH - 'I am very happy to change the walk-in. The whole day I am worried if I will get in or not and waiting is very stressful especially on Friday'.

Siobhan (Practice Manager) and our Clinical Leads, Dana and Natalie will continually monitor the new appointment system, and adjustments may need to be made. GCS are committed in making sure that this is a fair system for all our patients and will continue to gather feedback.