

Sphere PCN Access Improvement Plan 2025/26

Patient Summary

This summary outlines the key aims and improvements Sphere PCN is implementing between June 2025 and March 2026 to help patients access the right care, at the right time, in the right way. It includes clearer information, more options for getting help, and support to use digital tools like the NHS App and PATCHS.

What's Changing and Why?

- Easy access to the care you need, quickly and safely.
- Clear signposting from reception teams, websites, and phone messages.
- Support for online services like PATCHS and the NHS App.
- More consistent GP continuity for complex or ongoing health needs.

What This Means for Patients

- Efficient responses to online requests.
- Clearer guidance on whether to see your GP, pharmacist, or use a self-referral service.
- Help using online tools if you're unsure.
- More say in how services evolve through surveys and PPGs.

Who We're Supporting

- Older adults (65+ make up 15% of our population).
- Patients with long-term conditions (e.g. diabetes, asthma, hypertension).
- People needing offline access or help navigating digital tools.
- Carers and parents who access care on behalf of others.

How You Can Get Involved

- Join your practice's Patient Participation Group (PPG).
- Complete practice surveys or Friends and Family Test feedback.
- Attend a digital support session to get help with PATCHS or the NHS App.

This programme is supported by NHS England's Access Improvement initiative.