

Improving access to healthcare

Access is a key ingredient of quality and the Improvement Foundation is the world leader in helping general practices and primary care trusts to improve access for patients to primary care services. Because we established through our work that it was possible to radically improve access (from long waits to same day appointments), and measure that improvement, the government selected access to general practice as one of its key reform targets incorporated into the [NHS Plan](#) (known as the '24/48 hour' target). New developments The Improvement Foundation is supporting the vision for responsive primary care that has emerged both from the review by the National Improvement Team (NIT) and from the NHS Next Stage Review, led by Lord Darzi, with a new programme on [Primary Care Access and Responsiveness](#). We also offer tailored support on Improving Access and Responsiveness in Black and Minority Ethnic (BME) Communities - for further information please see the ['New Developments'](#) section. The same principles for improving access into primary care, based on ensuring a balance between demand for services and the capacity of the provider to deliver them, are also being applied by the Improvement Foundation to achieve improvements in access in secondary care. We are supporting the NHS in [delivering the 18-week target](#) programme. Ongoing support Through our [National Primary Care Collaborative](#), and through tailored support delivered locally through our 10 area teams, we have worked with over 5,000 practices covering 32 million patients in England (achieving over a 70% improvement in waiting times to see a GP). This large scale impact is being repeated by the Improvement Foundation in [Australia](#). If you are interested in working with the Improvement Foundation please go to [How we can help](#) or [click here to contact us](#).