



# Department of Health & Social Care

*From the Rt Hon Wes Streeting MP  
Secretary of State for Health and Social Care*

*39 Victoria Street  
London  
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11 August 2025

To all general practices in England,

I am writing to thank you for the contribution you are making to improve access to, and experience of, general practice for the public.

Encouraging new figures from the Office of National Statistics (ONS) were published recently, showing a marked improvement in patient satisfaction. The Health Insight Survey results show that 96.3% of patients who tried to contact their practice in the past 28 days were successful, while the number of patients who had a poor experience of their GP practice fell from 15% to 10.9% in the same period. In May 2025, an extra 12,000 GP appointments were delivered every working day compared to May 2024. The results also show the number of patients who found it difficult to contact their practice has fallen significantly from 18.7% in July and August 2024 to 10.6% in May and June this year.

The 2025 GP Patient Survey has also shown an increase in satisfaction over the past year, with over three-quarters of patients now reporting a good overall experience with their GP practice. This comes after years of declining results in previous surveys. Our 10 Year Health Plan will build on this progress, creating a Neighbourhood Health Service that puts GPs at its heart and ensures the NHS is there for everyone, whenever they need it.

We are a government that is serious about general practice. We have spent our first year in office listening to GPs, hearing your concerns and hopes for the future of the profession, and taking action. The 2025–26 GP contract includes a funding uplift of £1.09bn alongside changes to reduce bureaucracy, improve access and increase continuity of care. This is the biggest increase in over a decade. In addition, through an investment of £82m, an extra 2,000 GPs have been hired nationwide since last October.

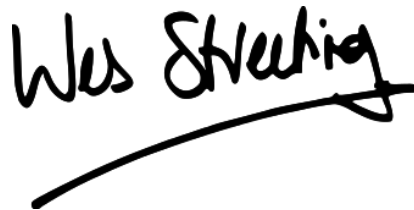
We remain committed to the partnership model and we will work with GPC England to secure a new substantive GP contract within this Parliament, including reviewing the Carr-Hill formula. This is about retaining and reforming the practice-based contract for general practice (GMS) and we will start working with GPC England in September to define the process and scope of the reforms. In doing so, we want to continue efforts to improve access and bring back the family doctor by improving continuity of care, which is not only good for patients but makes the job of being a GP deeply rewarding. In addition, the 10 Year Health Plan announced that from next year we will give GPs the opportunity to take on new single neighbourhood contracts, bringing together and leading multi-disciplinary teams. GPs are in the best position to do this: you have experience managing complexity and thinking about people holistically, beyond a medicalised model of care.

General practice will be the cornerstone of the Neighbourhood Health Service. The excellent GP leaders we currently have across the system, and those we will nurture and develop for future generations, will be integral in shaping and delivering it. GPs will play a key role in

providing clinical leadership for integrated neighbourhood teams, and the new neighbourhood contracts and Integrated Health Organisations will deliver value to patients and taxpayers, shift resources towards prevention and into the community, and reinvest savings into transformative improvements. I firmly believe that the 10YHP represents a real opportunity for general practice to help build a better NHS for staff, patients and the public.

All this is possible through your tireless efforts to deliver the best quality care for your patients. Whilst there is still more to do to, there are clear improvements to be seen in general practice, and I commend you and your teams for the work you do every day to get the NHS back on its feet and make the NHS fit for the future.

Yours ever,

A handwritten signature in black ink that reads "Wes Streeting". The signature is written in a cursive style with a long, sweeping underline that extends to the left.

**RT HON WES STREETING MP**