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Practice guidelines – you and your general practice

[Publication \(/publication/\)](#)

Content

1. These guidelines are designed to support practices through the implementation of You and Your General Practice (YYGP), which was introduced and agreed as part of the 2025/26 GP contract.

2. [You and Your General Practice \(https://www.england.nhs.uk/long-read/you-and-your-general-practice-english/\)](https://www.england.nhs.uk/long-read/you-and-your-general-practice-english/) describes what practices and patients can expect of each other. Patients are encouraged to be on time, be prepared, and avoid wasted appointments by cancelling early. Patients can ask to be supported by general practices in a variety of ways (for example, by making reasonable adjustments). You and Your General Practice also describes how patients and their representatives can give feedback or raise concerns.

3. GP practices are required to have shared a link to the [NHS England YYGP document \(https://www.england.nhs.uk/long-read/25-26-gp-contract-you-and-your-general-practice/\)](https://www.england.nhs.uk/long-read/25-26-gp-contract-you-and-your-general-practice/) on [their practice website \(https://www.england.nhs.uk/long-read/creating-a-highly-usable-and-accessible-gp-website-for-patients/\)](https://www.england.nhs.uk/long-read/creating-a-highly-usable-and-accessible-gp-website-for-patients/) home page no later than 1 October 2025. Practices may also wish to link to their integrated care board's (ICB's) contact information from their websites. YYGP will also be made available in different languages on the [NHS England website \(https://www.england.nhs.uk/publication/you-and-your-general-practice/\)](https://www.england.nhs.uk/publication/you-and-your-general-practice/).

4. Practices will generally be the first point of contact for patients providing feedback or expressing concerns. A nominated lead (for example, the practice manager or another member of the practice team) should provide a liaison point to ensure appropriate follow up on any concern or feedback. Patients (and their

representatives) will also be able to provide feedback or raise concerns about their practice directly with Healthwatch or the ICB. Healthwatch may share intelligence with ICBs on any issues raised with them.

5. If a practice feels that a concern raised needs to be managed as a complaint, this should be fed back to the person raising the issue and handled through the practice's existing complaints processes.

6. All feedback is welcome. Feedback and concerns provide opportunities for learning, improvement and developing best practice. It can improve job satisfaction and motivation. Where appropriate, feedback should always be shared with staff. The comments received and any resulting actions should be documented because practices and ICBs may wish to discuss this information as part of routine review and audit processes. Practices may also wish to discuss feedback and themes with their patient participation groups. Similarly, ICBs may find it helpful to share identified trends with practices and PCNs.

7. Practices may wish to monitor recurring themes in feedback and concerns – such as access, quality, or safety – and record the following:

- the date and method by which the feedback or concern was received
- the type of feedback or concern, along with a short description
- the outcome, including whether further action is required
- any resulting service improvements linked to the feedback or concern

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