**General Medical Services (GMS) – User Engagement Action Plan (last updated 4th June 2026)**

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| Identified User Need | Action | Target Date to Investigate & Report | Implementation Date | Status |
| Provide appropriate UK Comparators | Include in Annual Report | N/A | Annual Report 2018/19 | Complete |
| Provide information on new registrations including non-UK National data | Include in Annual Report | N/A | Annual Report 2018/19 | Complete |
| Provide information by GP Contractor Type | Include in Annual Report | N/A | Annual Report 2018/19 | Complete |
| Produce a self-contained report on General Medical Services | Produce as an annual report with quarterly updates of key tables. | N/A | Annual Report 2019/20  (June 2020) | Complete |
| Produce an infographic for General Medical Services | Release alongside the annual report | N/A | Annual Report 2019/20  (June 2020) | Complete |
| Detailed discussions with users to confirm requirements | Conduct focused interviews with key users at least annually | N/A | Annual Report 2019/20  (June 2020) | Complete |
| Develop a circulation list for General Medical Services reports | Develop and maintain circulation list | N/A | Annual Report 2019/20  (June 2020) | Complete |

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| Identified User Need | Action | Target Date to Investigate & Report | Implementation Date | Status |
| Produce information on proximity of services by deprivation information | Include in annual report | N/A | Annual Report 2019/20  (June 2020) | Complete |
| Information on the number of registered patients by Local Government District | Include in annual report | N/A | Annual Report 2019/20  (June 2020) | Complete |
| Provide information on BSO payments by Local Government District | Include in annual report | N/A | Annual Report 2019/20  (June 2020) | Complete |
| Provide publications in accessible format | Produce for both annual and quarterly reports | N/A | From Q3 2020/21  (June 2023) | Complete |
| Provide key breakdowns by GP Federation | Include in annual report | N/A | Annual Report 2020/21  (June 2021) | Complete |
| Provide information for GPs on whole-time equivalent | Investigate how this metric can be identified | October 2025 |  | Ongoing |
| Provide information on number of GPs per Practice | Include in annual report | N/A | Annual Report 2020/21 | Complete |
| Publish GP Practice Registered Population data aggregated by Age Group and Gender | Publish alongside annual report | March 2022 | First published June 2022 | Complete |
| Identified User Need | **Action** | **Target Date to Investigate & Report** | **Implementation Date** | **Status** |
| Interactive maps on appropriate metrics | Publish alongside annual report | March 2026 |  | Ongoing |
| Publish statistics using Reproduceable Analytical Pipeline principals | Investigate with the aim to publish quarterly | March 2023 | Annual Report 2022/23  Quarterly Reports 2023/24 | Complete |
| Provide breakdown of fees paid to individual GP practices | Investigate with aim to provide as internal management information | October 2025 | To be determined | Ongoing |
| Publish Information on number of fees processed | Evaluate available information and consider publication | October 2025 | To be determined | Ongoing |