

Insights from Our Inspections

Key Themes in GP Practices

In 2024-25, we inspected 30 GP practices across Wales to assess the safety, quality, and effectiveness of care being delivered to patients.

GP practices across Wales continue to face significant pressure, and this is reflected in our inspection findings.

From over 650 responses to our patient experience surveys, 62% of patients were able to get an urgent same-day appointment and 63% could book a routine one. However, only 49% were offered their preferred type or method of appointment.



Over half of the practices inspected (56%) showed clear risks to patient safety, prompting us to request immediate improvement plans within five working days.

Immediate Assurance Issues Included

- Emergency equipment and drugs not checked weekly
- Missing background checks for clinical and administrative staff
- Staff immunisation records not maintained or monitored
- Safeguarding training not completed to the required level
- Infection Prevention and Control (IPC) issues

Healthcare Inspectorate Wales is the independent inspectorate and regulator of healthcare in Wales.

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