

ACCESSING YOUR GP



Why are GPs still working differently?

The pandemic is over. Why aren't GP practices open?

The pandemic is not over. GP Practices worked hard to provide a service throughout lockdown and continue to do so.

In order to protect the most clinically vulnerable people who are in contact with our health services some measures, such as physical distancing and face coverings, remain in place in healthcare settings. All practices are required to work in this way.

How are practices working now?

All appointments are being triaged. Triage means you will be assessed to decide whether you need to be seen in person, via video/telephone consultation, or via community pharmacy.

This helps keep you safe and makes sure the people with the greatest need are seen first. If you need to attend the practice for examination, you will be given an appointment.

In many cases, the issue can be effectively managed with a telephone consultation and can avoid travel to the surgery if you don't need to.

I wanted to see my GP, so why am I seeing someone else?

Many GP practices have teams of specialists working alongside GPs. These teams can include advanced nurse practitioners, mental health workers and physiotherapists.

These professionals can diagnose and treat health conditions, and ensures you see the right person at the right time more quickly.

Why do reception staff ask personal questions?

Reception staff are a vital part of the health care team. They are trained to ensure patients are directed to the most appropriate member of the practice.

They treat all information as confidential.

Where else can I get help?

If you need help with minor injuries or urgent care, visit 111.nhs.uk or dial 111. Alternatively, pharmacies can help with a range of treatments for mild illnesses. You can also visit www.nhs.uk for advice on common symptoms.

In a life-threatening emergency, dial 999.

PLEASE BE PATIENT

Health services are under enormous pressure, but we are open & providing services if you need us. Help us & help yourself by making sure you get the right care, in the right place, at the right time appropriate for your needs. Please be kind to our staff, socially distance where possible & continue to wear a face covering while in a healthcare setting.