



Why are GP practices working differently?

GP practices are here to help - but we are busy and we want to keep you safe. Local practices have worked hard to provide a service throughout lockdown and are still very busy as we catch up from last year and provide flu and Covid vaccines.

You can help us by being patient with practice staff, wearing your mask in healthcare settings and being ready to use services a bit differently.

How are practices working now?

Practices are all open but may need to speak to you by phone to decide how best to meet your needs. This may or may not include a face to face appointment.

Why do receptionists ask personal questions?

Reception staff are a vital part of the healthcare team, and ask questions to direct you to the best support. They are skilled in assisting with triage and treat all information confidentially.

What about emergencies?

Always dial **999** in a life-threatening emergency. If you need help with minor injuries at any time or urgent care when your GP practice or community pharmacy is closed, visit www.111.nhs.uk or dial **111** if you do not have internet access.

What does triage mean?

This means assessing your needs, to decide whether you should be seen in person, have a phone or video consultation, or get advice from your local pharmacy. If you need to be seen in person, we will arrange that.

I want to see a GP – why am I seeing someone else?

Many practices have a range of professionals (e.g. advanced nurse practitioners) who can diagnose and treat health conditions. This ensures that you can see the right person for your needs more quickly.

Where else can I get help?

Visit www.nhs.uk for advice on common symptoms and a list of local services, or speak to your pharmacist first for advice on minor illnesses. Find your nearest:
www.nhs.uk/service-search/find-a-pharmacy

We're here to help

We appreciate everyone's support and understanding as we all get used to new ways of working. Many services are now phone or video based, but if you need to be seen face-to-face, we will arrange a safe way for this to happen.