

Why are GP practices still working differently?

The pandemic is not over. GP practices have been working hard all through the pandemic to continue delivering services. To protect everyone, we must maintain safe infection control and minimise unnecessary physical contact.

How are practices working now?

All appointments are being triaged. This helps keep you safe and makes sure people with the greatest need are seen first. If you need to be seen face-to-face you will be.

What is triage?

You will be assessed to decide:

- who needs to be seen in person
- who needs a phone consultation
- who needs a video consultation
- which healthcare professional will be able to provide you with the best care.

Why do receptionists ask personal questions?

GP 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.

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

Many GP practices now include a range of professionals - like advanced nurse practitioners - who can diagnose and treat health conditions. This ensures that you see the right person, at the right time, more quickly.

What about emergencies?

Always dial 999 in a life-threatening emergency. If you need help with minor injuries or urgent care when your GP practice or community pharmacy is closed visit [111.nhs.uk](https://www.nhs.uk) or dial 111 if you do not have internet access.

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 community pharmacist first for advice on minor illnesses. Find your nearest pharmacy:

[nhs.uk/service-search/find-a-pharmacy](https://www.nhs.uk/service-search/find-a-pharmacy).

Please be patient

Our health services are under enormous pressure, but we are open and here if needed. You can help us to help you by making sure you get the right care appropriate to your needs, in the right place, at the right time. Please continue to be kind to our staff, socially distance where possible and wear a face mask in healthcare settings.

Together
we can
choose
well