

# MY LOCAL PRACTICE continues to....



**1** be open  
book online, phone & NHS App

**4** be full of expertise  
physio, pharmacist, social prescriber

**2** see patients  
online, phone & in person

**5** ask about me  
to understand how to help me

**3** use technology  
to help me as quickly as possible

**6** help  
find the right care for me



Book an appointment by:

- 👍 **THE NHS APP**
- 👍 **TELEPHONE**
- 👍 **ONLINE** if available



Get advice and support:

- 👍 **VIA THE TELEPHONE**
- 👍 **IN PERSON**
- 👍 **BY TEXT MESSAGE**
- 👍 **VIA REMOTE CONSULTATION** if available



Technology can help:

- 👍 **GET APPOINTMENTS MORE QUICKLY**
- 👍 **REDUCE PRACTICE CALLS**
- 👍 **REDUCE TRAVEL TIME**



Staff may ask questions:

- 👍 **ABOUT MY CONDITION IN CONFIDENCE**
- 👍 **TO GET HELP AS QUICKLY AS POSSIBLE**
- 👍 **SO I CAN BE SEEN BY THE RIGHT PROFESSIONAL**



Social Prescriber



Pharmacist



GP



Healthcare Assistant