

What can I expect from **MY LOCAL PRACTICE?**

All appointments are **triaged** - this means people are being seen in a way which keeps them safe and the people with the greatest need are being seen first. Practices have always worked in this way so they can best support you.



How does triage work?

A member of staff on duty will look at:

- who needs to be seen in person
- who could have a telephone consultation
- who could be seen via video
- who could be referred to another service like a pharmacist

They will then recommend a member of the team or service to help you.

Why ask personal questions?

Practice staff may ask questions to direct patients to the most appropriate support. All information is kept confidential and reception staff or care navigators will help you get the support you need as quickly as possible from skilled and experienced professionals. They prioritise the most vulnerable patients.

Why am I not seeing my GP?

Practices have a wide-range of skilled and experienced staff who can help or refer you to another service. A GP may not be the most appropriate professional for your care and you could get help from other professionals including social prescribers, first contact mental health practitioners, pharmacists and health care assistants.

How long do I have to wait?

Patients now have access to different technology. Practice telephone lines are often busy so booking appointments online (if available) or completing an e-consultation via the NHS App could get you help more quickly. Face to face appointments are taking place but you may need to wait a little longer to be seen.

Where can I get help?



SELF CARE



Headache
Cold symptoms
Stomach ache
Diarrhoea
Minor cut
Vomiting

**Stay home
or pharmacy**

ADVICE



Minor illness
Minor injuries
Urgent care
Unsure what to do
Out of hours
Signposting

**111.nhs.uk
or call 111**

GP SURGERY



Existing conditions
Depression
Bowel issues
Change in moles
Breast lumps
Blood tests

**NHS App,
online, phone**

EMERGENCY



Suspected stroke
Heart attack
Breathing difficulty
Unconsciousness
Severe bleeding
Choking

Call 999

Have you
got the free
NHS App?



order repeat
prescriptions



get health advice



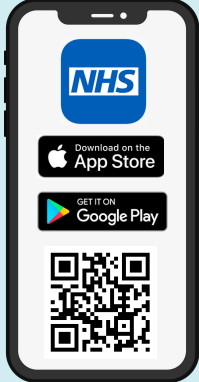
view your
health record



get your
NHS COVID Pass



register organ
donation decision



Health and care services are under enormous pressure but they are open and ready to help.

Find out more:

www.nhs.uk



PLEASE KEEP BEING PATIENT & KIND

#MYLOCALPRACTICE