

How GP practices are working now

Your GP practice has been open throughout the pandemic with everyone working hard to continue to provide services. The pandemic is not over and we still need to keep you and our staff safe from the risk of infection. That's why we are offering different types of appointments such as phone and video consultations, so you don't have to come into the surgery unless you need to.



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

Not everyone needs to see a GP. Practices have a range of healthcare professionals, such as nurses, pharmacists, physios and mental health workers who are the experts in diagnosing and treating health conditions.

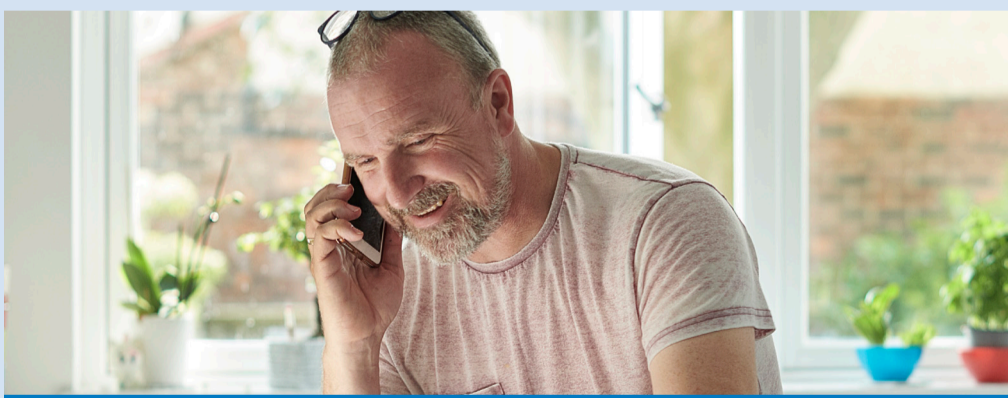
You'll see the right person for your condition as quickly as possible.



Why do receptionists ask personal questions?

Our trained GP reception staff are a vital part of the practice team. They need to ask questions to make sure you get the right support from the best person in the practice.

All the information you share with the receptionist is treated strictly confidentially.



Why can't I have a face-to-face appointment?

With infection control measures still in place in your surgery, phone and video consultations have helped us to treat more patients every day than we would be able to see safely face-to-face. We will give you the best type of appointment with the right health professional as quickly as possible.

You will always be seen face-to-face if you need to.



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 NHS community pharmacist for personal care and advice on minor illnesses.

If you need help with minor injuries at any time or urgent care when your GP practice or community pharmacy is closed visit 111.nhs.uk or dial 111 to speak to someone who can help.

Always dial 999 in a life-threatening emergency.