



## Why are GP practices still working differently?

**The pandemic is not over.** GP practices worked hard to provide a service throughout lockdown and continue to do so. To protect everyone, we must maintain safe infection control and minimise unnecessary physical contact. **Patients are reminded that abuse of our staff will not be tolerated.**

### How are practices working?

Appointments are being triaged, to help keep you safe and ensure people with the greatest need are seen first.

You will be assessed to decide if you need:

- to be seen in person
- a phone consultation
- a video consultation
- help from a community pharmacy

**If you need to be seen face-to-face you will be.**

### Why do receptionists ask personal questions?

GP reception staff are a vital part of the health care team and ask questions in order to get you the best support. They are skilled in assisting with triage and treat all information you give them in complete confidence.

**We will not tolerate abusive language or behaviour towards our staff.**

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

Not everyone needs to see a GP. Practices now offer appointments with other healthcare professionals, including nurses, pharmacists, physician associates and paramedics, who can diagnose and treat health conditions.

This ensures you see the right person for your condition as quickly as possible.

### Where else can I get help?

Visit [www.nhs.uk](http://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.

If you need help when your GP practice is closed, visit [111.nhs.uk](http://111.nhs.uk) or call 111.

**Always dial 999 in a life-threatening emergency.**

Our health services are under enormous pressure, but we are open and here if needed. You can help us and yourself by making sure you get the right care, in the right place, at the right time appropriate for your needs.

Please continue to be kind to staff, socially distance where possible and wear a face mask in healthcare settings.

**Together  
we can  
choose well**