

Why Are GP Practices continuing to work differently?

The pandemic is not over. People are still being hospitalised, sometimes even when double vaccinated.

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

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

Many workplaces have changed the way they work with more homeworking and increased use of IT across many sectors of the economy

Many of these changes are very positive for many people eg more telephone or video calls is more convenient for many

GP practices have worked hard to continue to provide a responsive service throughout the pandemic and continue to do so

To protect everyone, we must maintain a safe environment, adhere to infection control procedures and minimise unnecessary physical contact

Our staff, including GPs, who contract COVID must still self-isolate but can work from home (if well enough)

We continue to need to protect those patients at highest risk

All appointment requests are being triaged. This means you will be assessed to decide who needs to be seen:

- in person;
- via a phone or video consultation;
- or receive help from another healthcare professional

This helps keep you safe and makes sure the people with the greatest need are helped first. It allows us to get patients the right care first time, avoiding duplication and ensures the availability of different types of appointment

We will continue to see everyone in person who needs to be seen

Why do receptionists ask personal questions?

All staff adhere to strict confidentiality rules.

Receptionists are vital and skilled members of the team, trained in assisting with triage and can direct you to the best support or person to help with your problem and possibly more quickly eg we have easy access to pharmacists, care navigators, social prescribers and physiotherapists.

What about emergencies?

Always dial 999 in a life-threatening emergency

Speak to your local pharmacist for 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, dial 111 or visit [111.nhs.uk](https://www.111.nhs.uk)

Visit www.nhs.uk for advice on common conditions and a list of local services