

# Why are GP Practices working differently?

The pandemic is not over. GP practices worked hard to support patients throughout lockdown and remain open as they continue to deliver the largest vaccination programme in the history of the NHS. We know these are challenging times for everyone. As restrictions ease – please be kind as practices work differently to protect patients and staff and help stop the spread of Covid-19.

## How are practices working now?

All appointments are being triaged. This helps keep you safe and makes sure the people with the greatest need are seen first. We will see everyone in person who needs to be seen that way.

## What is triage?

You will be assessed to decide who needs:

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

## Why do receptionists ask personal questions?

GP reception staff are a vital part of the health care team and ask questions to direct you to the best support. They are skilled in assisting with triage and treat all information confidentially.

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

Many GP practices now include a range of professionals (e.g. advanced nurse practitioners) who can diagnose and treat health conditions. This ensures that you see the right person at the right time more quickly.

## What about emergencies?

Always dial 999 in a life-threatening emergency. 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](https://www.nhs.uk) or dial 111 if you do not have internet access.

## Where else can I get help?

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

Find your nearest:

[nhs.uk/service-search/find-a-pharmacy/](https://www.nhs.uk/service-search/find-a-pharmacy/)

## Please be patient

Our health services are under enormous pressure, but we are open and here if needed. Please continue to be kind to our staff, socially distance where possible and wear a face mask in healthcare settings.