

Why are GP practices still working differently?

If the pandemic is over, why aren't GP practices back to normal?

The pandemic is not over. GP practices have 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.

How are practices working now?

Most practices are using a **telephone first service** where you will be assessed to decide whether you need:

- To be seen in person
- To have a phone or video consultation
- Help from a community pharmacy or other service

This helps everyone get the care they need without having to travel to the surgery unnecessarily.

Often, issues can be resolved with a telephone or video consultation, but if you need to be seen in person, you will be given an appointment.

Why do receptionists ask personal questions?

GP reception staff are a vital part of the healthcare 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.111.nhs.uk) or dial 111 if you do not have internet access.

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 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 and kind

Our health services are under huge pressure, but we are open and here when you need us. You can help us and yourself by making sure you get the right care, in the right place, at the right time for your needs. Please continue to be kind to our staff, socially distance where possible, and wear a face mask in healthcare settings.