



# Your GP practice is working differently

**The pandemic is not over.** GP practices are open and have been throughout, however to protect everyone, they must maintain safe infection control and minimise unnecessary physical contact. Since lockdown restrictions eased we have been experiencing unprecedented demand on our services.

## How are practices working now?

Appointments may be triaged to provide appropriate clinical care. 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.

Some calls are closed at this stage when needs have been met through the triage call or digital consultation.



## 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, physiotherapists, mental health workers and link workers amongst others) 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?

To find out where to go when you're feeling unwell visit: <https://www.frimleyhealthandcare.org.uk/knowwheretogo>.

For children/parents, visit:

<https://frimley-healthiertogether.nhs.uk>

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.



## Please be patient

Our health services are under enormous pressure, but we are open and here if needed. You can help us and help 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 our staff, socially distance where possible and wear a face mask in healthcare settings.