

## Why are GP practices working differently?

The Pandemic is not over, GP practices are working differently to make sure that all patients can access the care and support they need safely. To protect everyone, especially the most vulnerable, social distancing, mask wearing and other measures remain in place.

### What does this mean for me?

#### How are practices working now?

Most practices are using a telephone first approach. Your first appointment will be over the phone or via video call. This means that you can get the help and care you need as quickly as possible. Often there is no need for patients to be seen face to face and your issue can be managed without having to go to the practice. If you need to be seen face to face then you will be given an appointment.

#### Why have I not been given an appointment with my GP?

Practices have a team of specialists working alongside GPs. This team includes Nurses, Health Care Assistants, Pharmacists, Physiotherapists and Mental Health specialists. This team can diagnose and treat a range of health conditions ensuring that you will receive the right treatment and care as quickly as possible.

#### Why do reception staff ask personal questions?

GP reception staff are a trusted and hugely important part of the practice team. They ask questions to ensure you are directed to the best support for you. They are trained to ensure you are seen by the most appropriate health care professional and that patients with the greatest clinical need can be prioritised.

#### Where else can I get help?

You can visit [www.nhs.uk](http://www.nhs.uk) for advice on common symptoms and download the NHS App to do things like order repeat prescriptions and check your Covid status.

You can speak to a pharmacist, who can offer advice and over-the-counter medicines.

If you need urgent care call NHS111 and in an emergency call 999. You can also contact the GM Mental Health helpline on 0800 953 0285

All health services are under enormous pressure and our staff are working hard to make sure you get the right care, in the right place, at the right time. GP practices have and always will be open for you. Please continue to be kind to staff, socially distance where possible and wear a face mask.