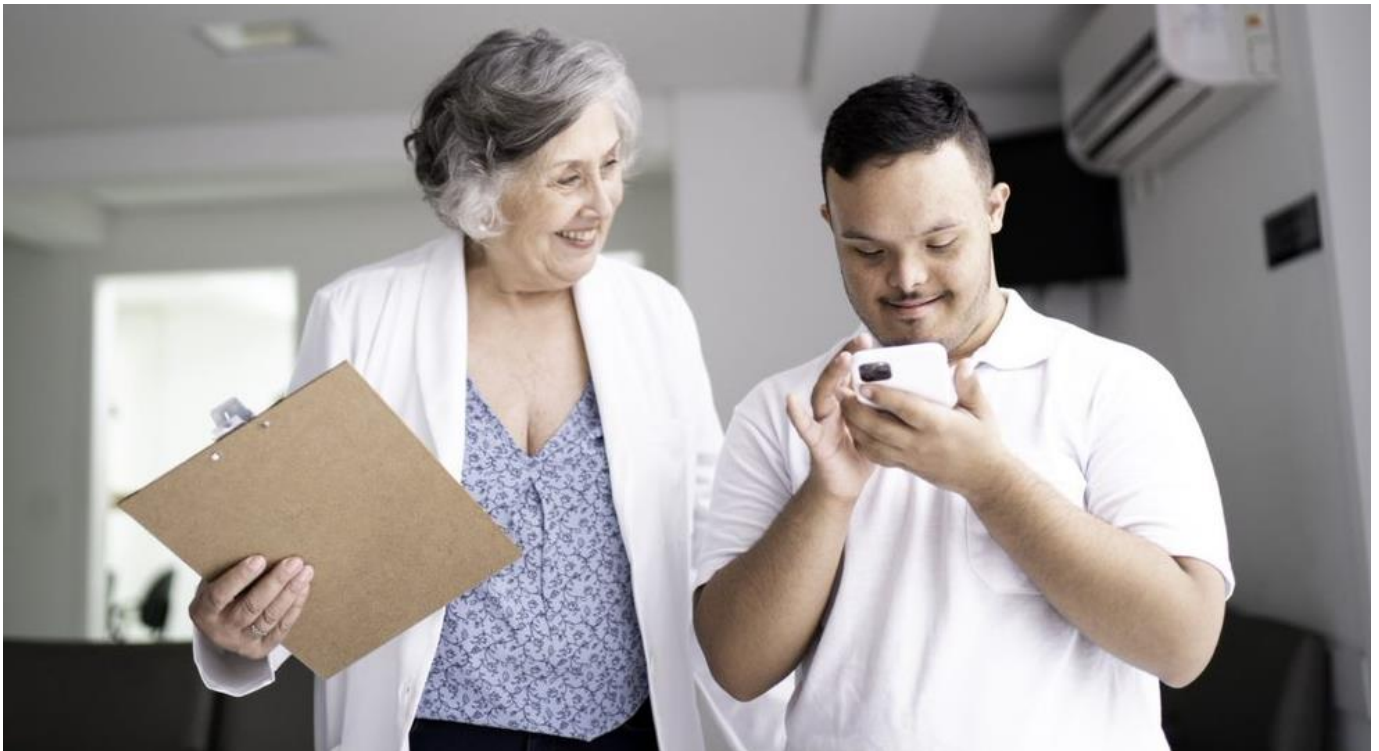


**Know how we're working,  
know who can help**

# Accessing your care

**Changes to how you get the care you need**

2022



## Getting an appointment



The NHS have made some changes to how you get an appointment at your GP surgery.



We made these changes to help you get the right care at the right time.



The NHS is working in new ways which are better for everyone. For patients and for staff.



**When you book an appointment at your GP surgery, there are now some different ways to be seen:**

- face-to-face (in person)



- by phone



- by video.



We might suggest a phone or video appointment first, so that we can understand what you need.



Everyone who needs to be seen in person will get a face-to-face appointment.



If you are offered a phone or video appointment, you may find it is easier and it saves you time.

## Receptionist staff



Receptionist staff are called **care navigators**. They are usually the people who answer the phone or are at the desk in your GP surgery.



They ask you questions about you and your health issue. This is so they can help you find the right care and arrange the most suitable appointment for you.



They have been trained to ask you the right questions. Any information you give will be kept private.

## Health care staff



The NHS has lots of staff available to help you. This means you may not always see a GP or doctor. You will still get the care you need.



### You may see a:

- nurse
- pharmacist
- health care assistant
- physiotherapist
- mental health practitioner
- or someone else.



The receptionist or care navigator will arrange for you to see the person who can best help you.



To find out more about how to access your care, please visit our website:

**[bit.ly/know-your-gp-surgery](https://bit.ly/know-your-gp-surgery)**