



## Know how to access your care in Staffordshire and Stoke-on-Trent

### Know how we're working

Your GP surgery offers different appointment types for your healthcare needs.

#### You may receive:

- a face-to-face appointment
- a phone consultation
- a video consultation
- signposting to other help and support e.g. community pharmacy.

It is important to note that **everyone who needs to be seen in person will be offered a face-to-face appointment.**

#### This may be for:

- those who are in clinical need
- those who struggle to access telephone or video appointments.

### Know why we ask

GP reception staff, or 'care navigators' are a vital part of the practice and ask questions to direct you to the best professional support. They have been trained to ask you the right questions and are

bound by the same confidentiality laws as your GP. Your appointment may be triaged. This means you may be offered a phone or video consultation in the first instance. You will be signposted to the most appropriate care, with the right person at the right time.

## Know who can help

Many people prefer to see their GP in the first instance. Often, you can be seen and treated more quickly if you are referred to a specialist healthcare professional who is trained in a specific area relating to your need. This ensures that you see the right person, at the right time, and can often mean fewer appointments and quicker overall treatment.

**Please be respectful towards all staff at your GP Surgery who are doing their best to help you.**

### You may see a:

- Clinical Pharmacist
- Pharmacy Technician
- General Practice Nurse
- Health Care Assistant
- Social Prescriber
- Care Co-ordinator
- First Contact Physiotherapist
- Mental Health Practitioner
- Physician Associate
- Paramedic.

## Know your NHS app

**Download the NHS app** to stay in control of your health and access a range of NHS services on your smartphone or tablet, at a time convenient to you. You can:

- check your symptoms using the health A-Z on the NHS website
- find out what to do when you need help urgently, using NHS 111 online.

### Depending on what your GP Surgery can offer, you may be able to:

- book and cancel your appointments
- order repeat prescriptions to your local pharmacy
- access your GP medical record
- speak to your GP Surgery through the NHS app messaging service.

**Download the NHS App on the App Store or on Google Play.**

For more information on accessing your care in Staffordshire and Stoke-on-Trent, visit:

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

