

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

Answerphone narrative

Primary care access

2022

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Primary Care Access

Your appointment may be triaged by a trained care navigator, meaning we'll assess if you need to come into the surgery or if you need another appointment type. We will then get you the most suitable appointment type for your care need with the right professional within the surgery team.

Care navigation/staff abuse

GP reception staff, or care navigators are a vital part of the surgery and ask questions to direct you to the best professional support. They have been specially trained to ask you the right questions and handle all calls confidentially. Please be respectful towards all staff at your GP surgery who are doing their best to help you.

Extended workforce

Your GP is supported by a range of other qualified healthcare staff at your GP Surgery who are trained to diagnose, advise and treat your healthcare needs. Often, you can be seen and treated more quickly if you are referred by the receptionist staff, to a specialist healthcare professional.

Staff abuse

Patients and staff across the NHS are standing together to ask everyone to be respectful to workers who are doing their best to help patients. Abuse, bullying and harassment over the phone or in person is never justified. Please be respectful towards all staff at your GP surgery who are doing their best to help you.

NHS app

Did you know? The NHS app provides access to a range of NHS services on your smartphone or tablet, at a time convenient to you. Download the NHS app to:

[Delete as required for each practice]

- book and cancel your appointments
- order repeat prescriptions to your pharmacy
- access your GP medical record
- speak to your GP Surgery through the NHS app messaging service
- check your symptoms using the health A-Z
- find out what to do when you need help urgently