

Know how we're working,
know who can help

Q&A Factsheet

Primary care access

2022

Know your GP surgery

How are GP surgeries now working?

Your GP surgery offers different appointment types for your healthcare needs. A healthcare professional may call you initially to speak about your healthcare need. This can help them to decide if it can be managed without having to come in for a face-to-face appointment.

What is a triage service?

The receptionists/ care navigators will assess your healthcare need, based on the instructions of the GP partners at the surgery. They will find you the best appointment type for your healthcare need. 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 have a clinical need
- those who struggle to access telephone or video appointments.

What type of appointments are available?

You will be assessed by speaking to the receptionist staff or care navigator to decide who needs:

- to be seen in person
- a phone consultation
- a video consultation
- help from a community pharmacy

You can book an appointment by speaking to one of our friendly care navigators on the phone or by booking on the NHS app.

Why do receptionist staff ask personal questions?

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.

I wanted to see my GP, so why am I seeing someone else?

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.

We understand that many people prefer to see their GP initially, but GPs may not always be the best healthcare professional for your healthcare need. Often, you can be seen and treated more quickly if you are referred by the receptionist staff or care navigators, to a specialist healthcare professional who is trained in a specific area relating to your need.

Where else can I get help?

Download the NHS app or visit www.nhs.uk/conditions/ for advice on common symptoms and a list of local services. You can also speak to your community pharmacist first for advice on minor illnesses, and you do not need an appointment.

Find your nearest: nhs.uk/service-search/find-a-pharmacy/