Signposting by our reception team

Please be aware to support our patients our reception team may signpost you to a service more appropriate for your care.

- If you request an appointment at your surgery, the receptionist may ask you the reason why you are calling.
- Receptionists are duty-bound to respect your confidentiality at all times, in exactly the same way as your GP or Nurse.
- If you provide the reason for your call, this helps our receptionist to signpost you to the most appropriate service for your symptoms which isn't always a GP appointment
- It is then your choice what to do with the information you are provided with.
- Our GPs and all the clinical team support this program.

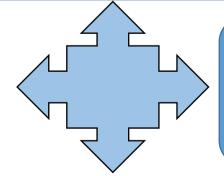
Signposting options that maybe suggested to you

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Where you will be triage by a health care professional and offer the appropriate care. This may include booking a GP appointment.

Community Pharmacy

Our reception team can sent a referral to a pharmacy of your choice for certain conditions who will contact you within 2 hours.



First Contact Practitioner

A booking maybe offered with a First Contact Practitioner if a Physiotherapy assessment is needed.

A&E/999

If you call with a life threatening emergency to avoid delay in your care you may be advised to attend A&E or call 999.

We are not an emergency service