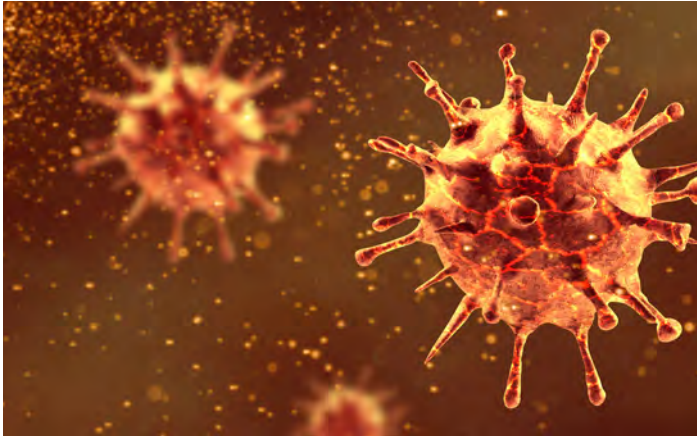


Why are GP Practices still working differently?



Easy read version

If the coronavirus pandemic is over why aren't GP practices open?



The coronavirus pandemic is not over. There are still lots of people getting the virus.

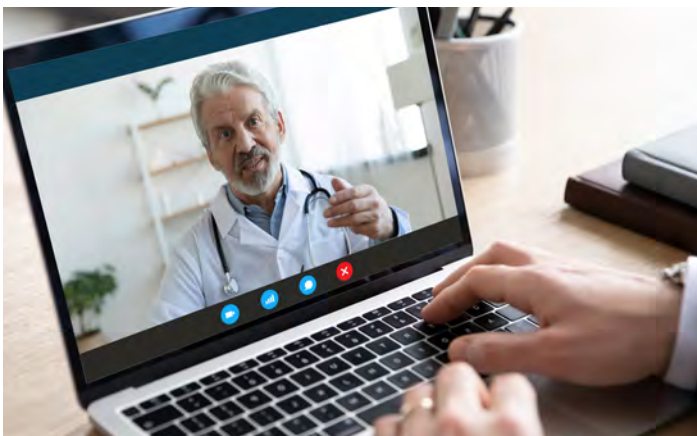


GP practices worked hard to provide a service during lockdown. They are still doing this now.



To protect everyone we must keep doing everything we can to stop the virus spreading.

We still need to cut down on having physical contact when we don't need it.



This means not having face to face appointments if people don't need them.

How are practices working now?



All appointments are triaged. This means that you will be assessed to see if you need:

- To be seen in person
- A phone appointment



- A video appointment
- Help from a pharmacy



Triage will help to keep you safe. It also makes sure that the people who need to be seen urgently are seen first.



We will see everyone in person that needs to be seen that way.

Why do receptionists ask personal questions?



GP reception staff are an important part of the health care team. They ask you questions so they can direct you to the best support.



They are skilled in helping with triage. Everything you tell them is kept confidential.

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



Many GP practices now have lots of different health professionals, for example advanced nurse practitioners. They can diagnose and treat health conditions.



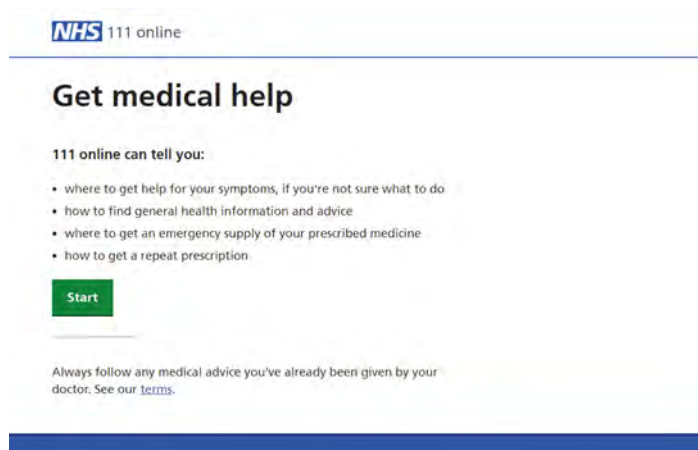
This means that you can see the right person, at the right time more quickly.

What about emergencies?



Always dial 999 in a life threatening emergency. Such as:

- Choking
- Chest pain
- Blackout
- Severe bleeding
- A serious injury
- If you think you're having a stroke

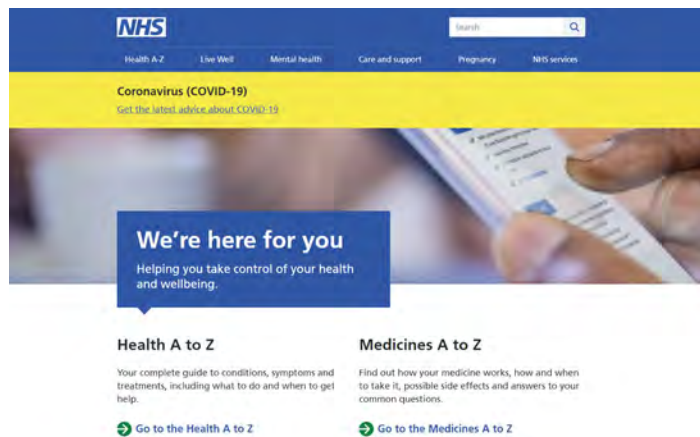


If you need help with minor injuries at any time or urgent care when your GP practice or pharmacy is closed then visit 111.nhs.uk



You can also ring 111 if you don't have access to the internet.

Where else can I get help?



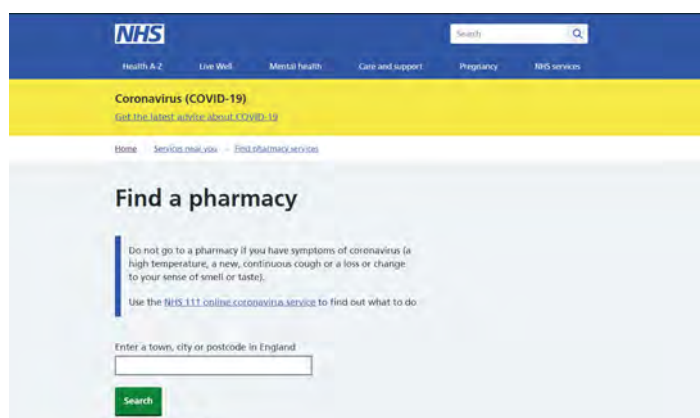
You can visit www.nhs.uk for advice on common symptoms. You will also find a list of local services that might be able to help you.



You can also download the NHS app. A safe way to access a range of NHS services on your mobile phone or tablet.



Speak to your local pharmacist; they can give you advice on minor illnesses.



To find your nearest pharmacist visit nhs.uk/service-search/pharmacy/find-a-pharmacy/

Please be patient



Our health services are under enormous pressure, but we are open and here if you need us.

You can help us and yourself by making sure you get the right care for your needs.



Please carry on being kind to our staff.

Give yourself and others space and wear a face covering in healthcare settings.



For more information please visit: www.wyhpartnership.co.uk or scan the QR code with a smartphone or tablet.