

Why are GP practices still working differently?

GP services remain very busy, delivering more appointments than ever before



We are sorry to hear experiences of people struggling to get through on the telephone. If you need to see someone in person, you still can. **We appreciate your patience during this difficult period.**

If you need to see someone in person, you still can



To keep you and everyone else safe, GP practice teams may need to do an initial assessment over the phone first. This helps give you the type of appointment you need:

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

“Why do I need to give personal information to receptionists at GP surgeries?”



The information you give will ensure you get the right care, in the right way, by the right professional. All staff operate according to strict guidelines and work under clinical supervision. **You can trust them to treat all information confidentially.**

“I can visit a nightclub, why not my GP?”



While it's true that large numbers can now visit pubs, nightclubs and sports grounds - how many invite very sick people, many of them elderly and living with a number of long-term illnesses, into a confined space at the same time?

We want to keep you and everyone else safe.

More staff are working in GP practices to help care for you



Many GP practices now include a range of professionals, e.g. physiotherapists, paramedics and mental health professionals, who can diagnose and treat a range of health conditions and make sure you get the support you need more quickly.

Did you know...

You don't need to call your GP practice to order repeat prescriptions.



You can now do this online or through the **NHS App**. Download it today at www.nhs.uk/app

You don't need to call your GP practice to get information about the COVID-19 vaccination programme.



You can visit www.essexcovidvaccine.nhs.uk

You don't need to call your GP practice to get advice about lots of common ailments.



Your **local pharmacist** can give **FREE** confidential advice.