

# Why are GP Practices still working differently?

## If the Pandemic is over why aren't GP practices open?

The pandemic is not over. GP practices worked hard to provide a service throughout lockdown and continue to do so. To protect everyone, we must maintain safe infection control and minimise unnecessary physical contact.

### How are practices working now?



All appointments are being triaged. This helps keep you safe and makes sure the people with the greatest need are seen first. We will see everyone in person who needs to be seen that way.

### What is triage?



You will be assessed to decide who needs:

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

### Why do receptionists ask personal questions?



GP reception staff are a vital part of the health care team and ask questions to direct you to the best support. They are skilled in assisting with triage and treat all information confidentially.

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



Many GP practices now include nurses, advanced nurse practitioners (who can diagnose and treat health conditions), occupational therapists, pharmacists, physiotherapists and link workers. This ensures that you see the right person at the right time more quickly.

### What about emergencies



**Always dial 999 in a life-threatening emergency.** If you need help with minor injuries at any time or urgent care when your GP practice is closed dial 111.

### Where else can I get help?



Visit [www.nhsinform.scot](http://www.nhsinform.scot) for advice on common symptoms and a list of local services or speak to your pharmacist first for advice on minor illnesses. **Call 111:**

- to schedule a minor injuries appointment
- for urgent mental health advice and guidance
- if you're too ill to wait for your GP or dentist to open.

## Please be patient

Our health services are under enormous pressure, but we are open and here if needed. Please work together with us to make sure you get the right care, in the right place, at the right time by the appropriate health professional for your needs.

**Right Care  
Right Place**