

How GP surgeries are improving their services



Coordinators to Health and Wellbeing Coaches, Pharmacists to Nurses.

After all, if you need physiotherapy for a back or sports injury, it's probably a physio you need to speak to rather than a GP. Having a wider team of specialists available in the GP practice means you can often get to see the right health professional first and often more quickly, while GPs can spend more time with patients who need their care most. Alongside this modernisation, there are now new ways you can contact your GP surgery. As well as telephoning or visiting, you can use an online form on your practice's website to request an appointment, advice, or other kinds of help. You simply answer a

few questions on the online form and click 'send'. The practice's team will assess your request and get back to you as soon as they can. And no matter how you request care—online, by telephone, or in person—the team will ensure you get the help you need.

Photo: A GP conducts a face-to-face consultation with a patient. (Credit: iStock/Getty Images)

Online, by phone or in person - lots of ways to get in touch with your GP Practice so you get the best care

New radical plans for the NHS are being rolled out across GP surgeries in England, which are now working with a wide range of health practitioners, so you or a family member have access to the most efficient patient care. The introduction of over 29,000 new health and care staff into GP surgeries means more patients will get the care they need from the right health professional first time and helps ensure that appointments

with GPs are available to all those who need them.

When you request help from your GP surgery team by phone or in person, trained receptionists will ask you some basic questions about what you need help with. It enables them to link you up with the right health professional—from Physiotherapists to Mental Health Practitioners, Care

ACCESSING YOUR GP SERVICES

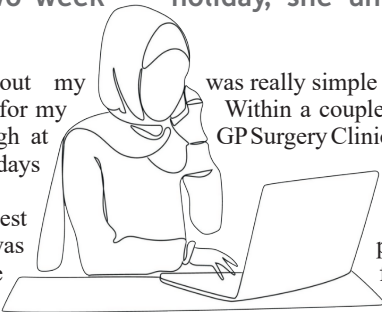
Trust your reception team to get you to the right care, from the right health professional.
Go to [nhs.uk/GPservices](https://www.nhs.uk/GPservices) for more information.

I'd highly recommend contacting your GP via their online patient services

For Hanna Ansari, 48, who suffers from angina, hypertension, chronic asthma, and hypothyroidism, taking her repeat medications regularly is crucial. On her journey back home from a two-week holiday, she unfortunately lost the bag containing her meds.

I was so worried about my medicines, as when I left for my holiday, I only had enough at home to last me a few days when I got back.

I decided the best and easiest way to solve the problem was to contact my GP Practice via their online form. It



was really simple to fill in.

Within a couple of hours, the GP Surgery Clinical Pharmacist called me, and we went through the problem I faced. I was prescribed

all the medicines I needed until my next repeat prescription. I was so pleasantly surprised at how simple and quick the entire process had been.

I would highly recommend contacting your GP via their online form rather than calling and holding on in a queue via phone.

SOME HEALTH PROFESSIONALS WHO MAY WORK AT YOUR GP SURGERY

RECEPTION TEAM

Staff in your practice's Reception Team are specially trained to know about the services available to you at your GP surgery and in your area. The information you provide to them enables them to assess your needs and ensure you get the right kind of care, no matter how you get in touch. They treat everything you tell them as confidential.

THEY CAN HELP BY:

- Getting you an appointment with the right health professional as quickly as possible
- Identifying services accessible with a GP referral
- Making appointments for new care or services you may not be aware of

CARE COORDINATORS

Care Coordinators work with people who may need extra support to find their way around the health and care system, helping connect them to the right services or professionals at the right time. Care Coordinators act as a central point of contact to ensure support is available to help people manage their care.

THEY CAN HELP BY:

- Preparing you for upcoming conversations about your health and care
- Monitoring your health and care needs and responding to any changes
- Supporting you to understand/ manage your care

SOCIAL PRESCRIBING LINK WORKERS

Social Prescribing Link Workers help people focus on their social, emotional, and physical wellbeing, working alongside their medical team. They give people time to focus on what matters to them, helping to connect them with local groups and services for a range of practical and emotional support. This could include physical activities and social groups, volunteering and gardening, or even debt and housing advice.

THEY CAN HELP BY:

- Supporting you to manage your health/wellbeing
- Giving you time to focus on what matters to you
- Helping you access support services & activities

PHYSIOTHERAPISTS

Physiotherapists in general practice are experts in musculoskeletal conditions. They can assess, diagnose and treat a range of complex muscle and joint conditions, reducing the likelihood of needing a referral to a hospital team. They can also arrange access to further treatment, investigations and specialists when needed.

THEY CAN HELP BY:

- Diagnosing/treating muscular and joint conditions
- Advising you on how to manage your condition
- Referring you to specialist services

CLINICAL PHARMACISTS

Clinical Pharmacists at your GP Surgery are experts in medicines and can help people stay as well as possible. They can support those with long-term conditions like asthma, diabetes and high blood pressure, or anyone taking multiple medicines, to make sure their medication is working. Many Clinical Pharmacists can also prescribe medicines.

THEY CAN HELP BY:

- Reviewing your medicines
- Agreeing and making changes to your prescriptions
- Advising about medicines and possible side effects



Getting the care you need

Our trained reception teams will help you get the care you need. Learn more at [nhs.uk/GPservices](https://www.nhs.uk/GPservices)