

Here



to



help

A guide to
getting what
you need
from your
GP Practice



If you have a health issue – it's important to contact your practice

It may take a little longer to get an appointment as we prioritise those who need care most urgently. We appreciate this may be frustrating. Know that we are busy behind the scenes making sure that everybody gets the care they need.

Who else can help?

Sometimes a service other than your GP might be better suited to help you get the care you need. Before phoning your practice, have you considered the following places?

NHS inform

www.nhsinform.scot
NHS inform helps people in Scotland make informed decisions about their health. You can go here for advice on symptoms, self-help and healthcare services.

Pharmacy

For a minor illness (think: sore throat, ear ache, urinary tract infection), go to your pharmacy first. The NHS Pharmacy First Scotland service can offer advice and medicine, or refer you to another service.

NHS24 at 111

Call 111 if your health need is urgent and your GP practice is closed. Urgent can mean that you think you need to go to A&E, but the situation is not life-threatening.

999

For medical emergencies, call 999 or go to your A&E. An emergency means that someone is seriously ill or injured and their life is at risk.

Samaritans

The Samaritans provide confidential emotional support. You can reach them at 116 123, 24 hours a day. Consider calling them if you experience feelings of distress or despair.

Dentist

For problems like tooth pain, mouth injuries and advice on oral hygiene, consider contacting your dentist.

Optometrist

If you have an eye problem, consider contacting your optometrist.

Not a minor illness but not an emergency – not sure how urgent your need is?

Call us and we can advise you. If you have called before, but your health situation changes, call us again and we can help you get the care you need.



Each professional in your care team has their own areas of expertise. This allows each patient to be seen as quickly as possible. It can vary by practice which roles are available and who is best suited to help you with your health needs

Discover who does what, and how they can help you



Receptionist, Patient Advisor

A professional trained to ask questions to direct you to the best person to help you. Processes repeat prescriptions and may be able to give blood test results.

Advanced nurse practitioner

Senior nurses with advanced medical qualifications that allows them to assess, triage, diagnose and prescribe treatment.

Practice nurse

Normally responsible for health promotion, prevention and managing long-term diseases. This role can also carry out routine procedures such as dressing and treating wounds.

Treatment room support worker/nurse

This professional helps in the treatment room, often with dressing wounds and taking blood.

Phlebotomist

A specialist in taking blood samples.

General Practitioner (GP)

The GP deals with more complex health conditions. Other members of the team often manage conditions traditionally covered by the GP, such as management of high blood pressure.

Other roles

There are many other health professionals who can be part of your GP practice team, including physiotherapists, district nurses, specialist community nurses, counsellors, mental health practitioners, psychologists, community psychiatric nurse, paramedics and podiatrists.

FAQs



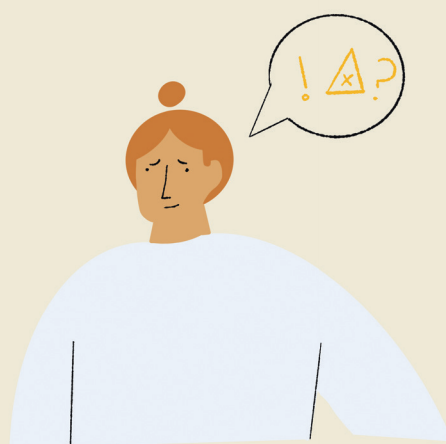
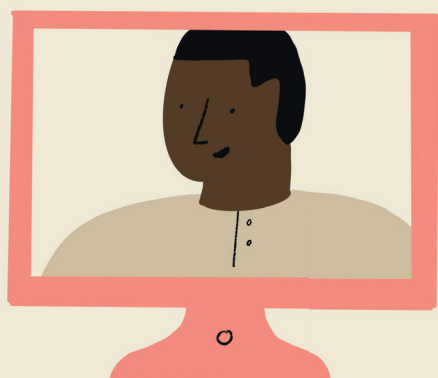
Will I always get to see my regular GP?

If you need to see someone soon then you may be offered an appointment with a different GP than normal. If this is an issue for you please let us know when you book your appointment.



How long will I have to wait?

Patients are prioritised so everyone receives the care they need. Some services may be busy catching up with pandemic backlog. But, if you have a health need, it is important to get in touch. When possible, we will try to give you an idea of waiting times.



Do I book and have my appointment remotely?

You can call to make an appointment or book online, this varies by practice. Also most consultations are still done remotely. Have a look on the practice website or call for more information. You will be invited in if you do need to be seen in person. The practice follows strict infection control guidelines for your safety.

How do I know if my need is urgent or not?

In booking your appointment, you may be asked if your need is urgent. An urgent issue needs sorting out the same or next day. If you are unsure whether your issue is urgent, tell us and we will help you get the care you need.

Katie's

Tips for call
practice to make



Katie is feeling unwell.
appointments by ph

Call

ing your GP
an appointment



Her GP practice takes
none, so she calls in.



Our practice team members each have their own area of expertise, it can vary from practice to practice who is best placed to help you





How to think about whether
your question is urgent:

**Does your problem
need sorting out the
same or next day?**

**Is the issue urgent to
you in terms of pain
and discomfort?**

Not sure if it's urgent? Tell this
to the person on the phone



Remember – our practice team
is trained to treat everything you
say confidentially

Worried about calling? With your permission we can also talk to a member of your family or a friend





Together we'll get you the help
you need

Accessing care in the right place

For life-threatening medical emergencies, call 999 or go to your nearest A&E.

For minor illnesses and treatments, you can visit your local pharmacy

For urgent care that is not life threatening, and your GP is closed, call NHS 24 on 111.

For more information on services in Scotland visit nhsinform.scot.

Developed by

