



Katie's Call

Tips for calling your GP practice to make an appointment



Katie is feeling unwell. Her GP practice takes appointments by phone, so she calls in.





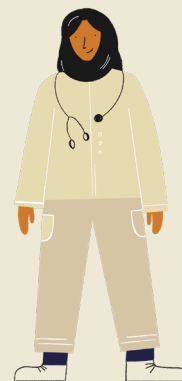
“Hello, may I ask your reason for calling?”



Why we ask this

To direct you to the best person to help you.

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





It can be difficult and stressful to share sensitive health information

“Um, well you see...”



Some tips to consider

How would you explain your symptoms to a friend?

Write some notes down to have everything at hand.

Struggling to find the words? Try: nhsinform.scot/symptoms-and-self-help to help describe your symptoms.

Is there any care that you've had to delay due to the pandemic?







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





“May I have your date of birth and contact details?”

Why we ask this

To confirm it is you calling, and so that we can get in touch later.



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



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.

Your Practice's Details

Developed by

