

# How are GP Practices working?

## GP practices are open

Since the pandemic, health services must operate differently to protect everyone. It's important to maintain safe infection control and minimise unnecessary physical contact where possible. This means there are now more ways for you to access care.

### What has changed?

All appointments are being triaged. This helps keep you safe and makes sure that those who need to be seen in person are prioritised. We will see everyone in person who needs to be seen.



### What is triage?

This is an assessment to decide, with your agreement, whether it is best for you to be:

- Seen in person, or
- Given advice over the phone or via video consultation, or
- Helped by another healthcare provider such as a community pharmacist, physiotherapist, dentist or optician.

### Why do receptionists ask questions?

GP reception staff are a vital part of the health care team and are there to triage enquires.

You don't have to tell them anything that makes you uncomfortable, however they can help you get the most appropriate appointment as quickly as possible. All the information they handle is treated confidentially.



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

Many GP practice teams include, or are supported by, nurses, advanced nurse practitioners (who can diagnose and treat health conditions), occupational therapists, pharmacists, physiotherapists and link workers.

By using the skills of each healthcare professional we can ensure you are assessed as quickly as possible by the right person.



### What about emergencies?

**Always dial 999 in a life-threatening emergency.**

If you need help with minor injuries or urgent care when your GP practice is closed dial NHS 24 on 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:

- for minor injuries
- 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**