

Why are GP practices still working differently?

All Oxfordshire GP practices have been open throughout the pandemic and during all lockdown periods and continue to be so. However, to protect everyone, we must maintain infection control and minimise unnecessary physical contact.

How are practices working now?

Most appointments are being triaged and a clinician will ring you back to understand the urgency and type of contact required.

However, some patients can book face-to-face or a telephone consultation with a clinician – please check with your practice.

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 care. They are supported by the highly trained clinical teams and are skilled in assisting with triage. They also work to strict codes of patient confidentiality.

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

Many GP practice teams now include a range of professionals (e.g. physician associates, pharmacists, paramedics, advanced nurse practitioners) who can diagnose and treat health conditions. This ensures you see the right person at the right time more quickly.

Where else can I get help?

Visit www.nhs.uk for advice on common symptoms and a list of local services or speak to your community pharmacist first for advice on minor illnesses.

Find your nearest:
nhs.uk/service-search/find-a-pharmacy

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 or community pharmacy is closed visit 111.nhs.uk or dial 111 if you do not have internet access.

Please be patient

Our health services are under enormous pressure - local GPs are seeing a 30% rise in request for appointments - but we are open and here when needed. Our GPs still run an out of hours service for emergencies. You can help us and help yourself by making sure you get the right care, in the right place, at the right time appropriate for your needs. Our staff deserve to be treated with respect and consideration at all times, so please continue to be kind to our staff, socially distance where possible and wear a face mask in healthcare settings.

**Together
we can
choose
well**