



Why are GP practices still working differently?

GP services remain very busy, delivering more appointments than ever before



We are sorry to hear experiences of people struggling to get through on the telephone. If you need to see someone in person, you still can. We appreciate your patience during this difficult period.

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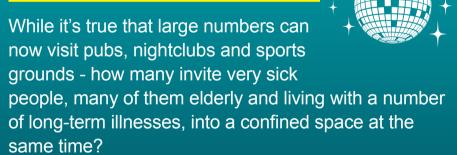
To keep you and everyone else safe, GP practice teams may need to do an initial assessment over the phone first. This helps give you the type of appointment you need:

- to be seen in person
- a phone consultation
- a video consultation
- help from your local pharmacy

"Why do I need to give personal information to receptionists at GP surgeries?"

The information you give will ensure you get the right care, in the right way, by the right professional. All staff operate according to strict guidelines and work under clinical supervision. You can trust them to treat all information confidentially.

"I can visit a nightclub, why not my GP?" +



We want to keep you and everyone else safe.

More staff are working in GP practices to

help care for you



Many GP practices now include a range of professionals, e.g. physiotherapists, paramedics and mental health professionals, who can diagnose and treat a range of health conditions and make sure you get the support you need more quickly.

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You don't need to call your GP practice to order repeat prescriptions.

You can now do this online or through the **NHS App**. Download it today at **www.nhs.uk/app**



Did you know...

You don't need to call your GP practice to get information about the COVID-19 vaccination programme.



You can visit www.essexcovidvaccine.nhs.uk

You don't need to call your GP practice to get advice about lots of common ailments.



Your **local pharmacist** can give FREE confidential advice.