

Help your GP SURGERY to HELP YOU



Our health services are under enormous pressure, but we are open and here if needed. Please [#BeKind](#) to our dedicated teams.

What is happening in our GP surgeries?

- Our teams are working longer and harder than ever before to provide the best care for you
- Demand is extremely high - we've seen an increase in contacts to surgeries of nearly 20% since 2019 - nearly a 5th more than ever before
- Surgery teams are delivering the county's COVID vaccination programme on top of an already extremely busy day-to-day workload.

How are GP surgeries working now?

- Whether you contact your surgery on-line or by phone, all requests are being triaged
- This helps keep you safe and makes sure those with the greatest need are seen first.

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.

Can I be seen in person?

- Face-to-face (in person) consultations have always been available to those who need them - currently around 65% of appointments are face-to-face, compared to 74% pre pandemic. They are now increasing
- Practices continue to offer telephone and video appointments where appropriate and where this suits your lifestyle and working patterns
- Many patients have experienced the benefits of telephone and video consultations, which can include shorter waiting times for appointments.

Where else can I get help?

- Visit www.nhs.uk for helpful information; if your illness is minor try to manage your symptoms yourself for a day or two. Your local pharmacy is a great first port of call
- If you're ill or injured and are unsure where to turn, click www.111.nhs.uk or call 111. The 111 phone service can book you into local NHS services if needed.

Please
#BeKind