



General Update on how your GP practice is changing to become more effective.

Your GP practice is busier than ever.

- We are fully open, but we are working in different ways
- We have a wider team of healthcare professionals than in the past.
- When you call the Surgery, you will be offered a telephone appointment with an appropriate healthcare professional.
- If you have **urgent** health issues, you will be given a same or next day telephone appointment with our Urgent Care team.
- If you have symptoms of an **infectious** condition, you will be asked to visit our dedicated room at Wodeland Avenue Surgery
- Non-urgent health issues and routine matters will be offered the next available phone appointment
- A health care professional will see you in person, if needed, after we have had our initial telephone consultation.
- We now have **direct** links to the following additional services :

For muscle or joint problems	Ask to book an appointment with the Physio professional
For wellbeing and emotional support	Ask to see our Mental Health practitioners or complete a self-referral form. They can provide expert advice and therapy
If you have social issues	A Social Prescribing Link Worker can support you to understand and unpick complex issues such as wellbeing, prescription delivery, parenting, feeling in control of your life, etc.

And please

- Be respectful and understanding to our staff they are working hard to keep patients and staff healthy.
- Be self-sufficient: for signs of a cold, or other minor symptom, try home remedies or ask your pharmacist. You can also look for advice from [The NHS website - NHS \(www.nhs.uk\)](https://www.nhs.uk)
- Keep simple remedies including paracetamol or ibuprofen at home
- Arrange a COVID PCR test for you or your child, **before** you phone us, if you have any symptoms of COVID 19
- Be cancer aware: If you have symptoms of cancer or other significant illnesses, please make this clear to us when you book your appointment. You should seek information at [Cancer - Signs and symptoms - NHS \(www.nhs.uk\)](https://www.nhs.uk)

Please be reassured we are here. We are working in different ways, and with a wider team of healthcare professionals than in the past.

Thank you for understanding and support.

Guildowns Group Practice