

General practice is changing!

Here is some information to help you get the best out of it.

- There are now new ways of getting help from your GP surgery. You can see or speak to lots of different professionals: many people now find that it is more convenient to speak on the phone.
- For years Practice Nurses have looked after dressings and long term conditions like asthma and diabetes and Health Care Assistants may take your blood, check blood pressure and much more.
- Many practices are now employing other health care professionals:
- Nurse Practitioners are all trained specialist nurses who have had extra training to give advanced care and to prescribe medication. They can provide treatment for many problems for which you would have seen a doctor in the past. They are mainly experts in common illnesses, long term conditions and some visit patients at home if they really cannot get into the surgery
- Some surgeries also now use their own Paramedics to visit at home (which is what they are good at) as well as seeing people at the surgery;
- Some surgeries are employing Clinical Pharmacists who can keep an eye on your medication and answer questions about your prescriptions. Some run blood pressure clinics or treat minor ailments like chemists can at your local pharmacy.
- An exciting new advance is the role of “Health Coaches” and Village Agents who are trained to help people manage their own health and wellbeing better and to help find out about what other services are available in your area like advice about benefits.
- Not all of these people are in all surgeries yet but things are changing, so watch this space!
- Another important change is that hospital doctors who arrange your tests, scans and follow-ups are now responsible for getting your results to you. So do ring the hospital, rather than the practice, if you have any questions about these.
- To get the best out of the new team your GP has asked our staff to take brief details of your problem and to guide you to the most appropriate member of our professional healthcare team as this may no longer be your GP.
- So, please don't be surprised or offended if we ask you a few questions when you get in touch to help make this happen.
- Everything you say is private and the receptionist is only trying to make sure you get the right care.