

Got a GP appointment?



Here's our top tips

Be empowered - your voice counts

Remember:

- You are in control of your care
- To feel confident to talk through why you are there
- Bring a friend to your appointment if this will make you feel more comfortable
- Don't let a disability or difficulty stop you from explaining your issue.

Be friendly

Use language that will help you to be listened to. Be polite, say hello and thank you.

Talk slowly and clearly to set the pace of the conversation.

Treat reception staff with respect, they are your gateway to accessing services. Remember they are there to help you.

Be prepared

Think about:

- What healthcare related problem or issue do you want to discuss?
- What would you like the healthcare professional seeing you to do?

Things you can do: Be on time, explain all your symptoms in detail and what medication you take (inc. herbal medication or supplements, mention if you drink or take drugs). If you think you need a physical examination, wear clothes that are easy to take off and put back on.

Be clear

Before you leave your appointment, ask yourself:

- Have you understood everything and raised everything you wanted to?
- Do you know what you should do next?

Don't be scared to write things down to help you remember.

Which NHS service should I use?

Self-care: save yourself a trip to the GP by keeping your medicine cabinet stocked up and treating minor ailments such as coughs, colds and sprains at home.

NHS 111: visit 111.nhs.uk or call 111 when you cannot see your doctor. The service is available 24 hours a day, 365 days a year.

Pharmacy: your local pharmacist can provide medical advice and support. If you have diarrhoea, a headache, runny nose, rash or a painful cough think Pharmacy First!

GP: your GP surgery offers regular opening hours most days except Sundays and bank holidays. Outside of your GP opening hours call NHS 111 who can help you get an out-of-hours GP appointment where necessary.

Urgent Treatment Centre: these centres offer urgent care for minor injuries. Check on www.nhs.uk to find your nearest centre.

A&E: emergency departments provide care for patients with the most urgent and life-threatening injuries. Please think about whether A&E is the best place for you before visiting.

Find an NHS service near you

Use the NHS website to find your nearest health service including your local pharmacy, dentist, GP, A&E and urgent care centre. Visit www.nhs.uk and type in your post code for a list of all your local services.

How to contact us



If you found this leaflet useful or would like to share any feedback and comments please email:

receptionstaff.newccg@nhs.net

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NHS

How to get the most out of your GP appointment



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