



Mid and South Essex  
Health and Care  
Partnership



# Why are GP practices still working differently since COVID?



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# Why are GP practices still working differently?



**GP practices are very busy, they are doing more appointments than before.**



**GP Practices are where GP doctors works.**

**They are sometimes known as a doctor's surgery.**



**We are sorry to hear experiences of people struggling to get through on the telephone.**



**Thank you for your patience during this difficult time.**

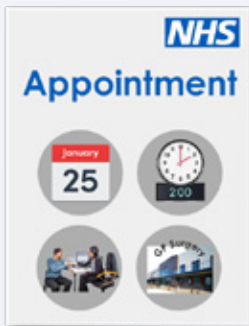
# Why are GP practices still working differently?



If you need to see someone at the GP practice in person, you still can.



To keep you and everyone else safe, we may ask you some questions over the phone first.



This helps give you the sort of appointment you need:



To be seen in person



A phone appointment



A video appointment



Help from your local pharmacy

# Why are GP practices still working differently?



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 healthcare professional.



You can trust receptionists as it is part of their job to treat all information as **confidential**.



**Confidential** means not sharing information with anyone who doesn't need to see it.

# Why are GP practices still working differently?



**I can visit a nightclub, why not my GP?**



**Yes, lots of people can visit pubs, nightclubs and sports venues.**



**Although not all the people visiting pubs, nightclubs and sports venues are not sick or elderly.**



**For health reasons, it is not a good idea to have a lot of sick or elderly people inside together.**



# Why are GP practices still working differently?



More staff are now working in GP practices to help care for you.



Many GP practices now include a range of healthcare professionals.

For example: physiotherapists, paramedics and mental health professionals.



They can **diagnose** and treat a range of health conditions and make sure you get the support you need quicker.



**Diagnose** means finding out what is causing a illness or health problem.

## Did you know?



**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](http://www.nhs.uk/app)**



**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](http://www.essexcovidvaccine.nhs.uk)**



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

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

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