



1 September, 2020

Managing enquiries about appointments at GP practices

The coronavirus (Covid-19) pandemic has forced us all to work differently to help slow down the spread of the virus. All healthcare settings are taking special measures to protect you, the public and their staff. GP practices are working as hard as ever, but differently.

Where possible we want to avoid people having to wait inside a waiting room together, as we know this increases the risk of the virus spreading. Like hospitals and dentists, GP practices have also had to change how we offer our services to you.

If you do need to come in, then the GP practice can ensure there are a minimal number of people in the practice, maintain social distancing and keep patients and staff safe.

The easiest and most effective method is to use e-Consult through the practice website, or you can telephone. You will then be contacted by a clinician to talk through your symptoms either over the phone, via email, or if needed and you have the available technology, through a video consultation.

Most patient's health concerns can be managed over the phone or via video consultation. This is why practices are providing patients with either an initial phone call or video consultation to decide what would be the best way to help. If practices can support you without needing you to come into the practice itself, then this reduces the need for you to travel, and reduce the risk of the virus spreading.

If you do need a face-to-face appointment, you will be invited to attend the practice.