

3 ways you can get in touch with your GP team.



Easy read booklet

How you can get in touch with us



We are your local **GP** team. Your **GP** is your local doctor. Your local GP team means your GP and the other people that work with your GP at your local GP practice.



There are 3 ways you can get in touch with us.



You can

1. Fill in our form online
 2. Call us
 3. Visit us at your local GP practice.
- Choose the best way for you.



When you get in touch with us we will give you the right help and support.

Your pharmacist



Sometimes it's best for you to get in touch with your **pharmacist** instead of us.



Your **pharmacist** works in your local pharmacy. They give you the medicines your doctor says you need and tell you the best way to use them.



You can talk to them if you have illnesses like a cough, a cold, a sore throat or a sore tummy.



They will give you advice and the right medicines for these illnesses.

How we will get in touch with you



When you get in touch with us we will decide the right way to help you, depending on your needs.



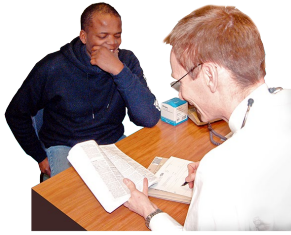
We might get in touch with you in different ways each time, or in more than 1 way.



We might not get in touch with you in the same way as you got in touch with us.



We will always help you in the best way we can. The way you get in touch with us doesn't change that.



We might get in touch with you

- to arrange an appointment for you with your GP at your local GP practice.



- to arrange an appointment for you with your GP on the phone.



- to arrange an appointment for you with your GP by video call.



- by text message to arrange for you to have tests such as a blood test.



- to arrange an appointment for you with your GP in your home.



- to arrange an appointment for you with another doctor or specialist service who have the best skills to help you.

If you need medical help quickly



If there's a **medical emergency** call for an ambulance on this telephone number

999



A **medical emergency** is when a person might die if they don't get help very quickly. For example, if someone can't breathe or they are bleeding a lot.



If you need medical help quickly but it's not an emergency call the NHS on this telephone number

111

Or go to this website

111.nhs.uk



For example, if someone has burnt themselves, cut themselves or if they think they might have broken a bone. Also get in touch with them if you feel ill and can't manage by yourself.

What to do if you have any questions



We will always try to make our services better for you.



If you need more help or want to ask us any questions, please get in touch with us at your local GP practice.

The full version of this document is called **“There are three ways to get in touch with us at this surgery”**

Tell your GP team if you want this booklet in another format or another language.

If you want it in Braille send an email to this address

england.pccomms@nhs.net

