

# What to expect from your GP practice?

HELP US  
HELP YOU

GPs are independent contractors and so can choose to operate differently. Across Wales, there will be a range of different options available to you.



## Initial Contact

Contact your GP practice either via your GP's digital service, online tools (such as MyHealthOnline, E-Consult) or via telephone.

Your enquiry will be taken by a receptionist who will ensure you are treated at the right time, in the right place and by the right professional.



## Triage

The NHS navigator will ask you questions to ensure the correct NHS professional can deal with your enquiry. This may be a GP, Pharmacist, Practice Nurse, Physiotherapist, Occupational Therapist, Optometrist, Dentist, Podiatrist, Health Visitor or Social Care Workers.

## Clinical consultation with the most appropriate clinician



## Telephone/Video Appointment

A telephone or video appointment may be made with the most appropriate professional. A joint decision will help to determine if the issue can be dealt with remotely or whether a face to face appointment is required.

## Face to Face Appointment

If a face to face appointment is clinically necessary, the GP practice will make arrangements for you to attend in person.

Register your  
request/need

Receive a  
clear decision

Telephone Appointment OR Video Appointment OR Face to Face Appointment OR

Signposted  
to the most  
appropriate  
service



If you are experiencing severe chest pain, collapse, severe breathing difficulties, have one sided weakness or slurred speech or severe bleeding, please do not contact your GP practice. **Dial 999 immediately.**

