

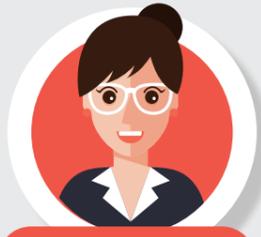
# Your GP practice remains

## Getting you the right care close to home



### Meet your GP practice team

Here are some of the great team of professionals looking after you...



**Call handler/  
Receptionist**

First point of contact. Committed to confidentiality. Key role in 'triage' and getting the most appropriate service or professional to help you.

They may need to ask you for more information to do so.



**Physiotherapist**

Specialist in helping people affected by injury, illness or disability through movement and exercise, manual therapy, education and advice.



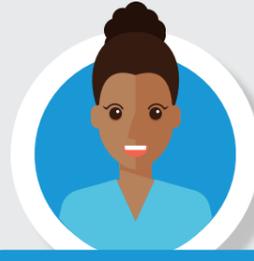
**Pharmacist**

Specialist advice on medication. Liaise with Community Pharmacy to manage repeat prescriptions. Support patients in managing chronic conditions.



**GP**

Expert medical generalist in primary care. Trained to consider the patients' care and wellbeing needs holistically, beyond just ill health. Supported by other specialists. Provide support to other primary care professionals.



**Advanced Nurse Practitioner**

Highly skilled specialist nurse. Authorised to make independent decisions on assessment, diagnosis and treatment of patients.



**Practice Nurse**

Duties include dressings, wound care, minor injuries and administering injections. Nurses often have enhanced roles and training to run diabetes, respiratory clinics and screening programs such as cervical smears. Many have minor illness qualifications to prescribe independently without the need for a GP.

Other practice team members you may meet: Physician Associate, Paramedic Practitioner, Link Worker, Clinicians in Training.

### Patient consultations are now being delivered in a range of ways to help meet the needs of all patient groups including

- Online, such as eConsult
- telephone
- video
- face-to-face.

These ways may vary between practices.

**'But my GP isn't seeing anyone!'**

**GPs are seeing patients – in fact they are busier than ever before.**  
There is a high level of demand and need, but less staff than before COVID-19.  
GPs now work as part of a team of specialists so everyone who needs help gets the right care by the right person.

**'I want my mum in with me.'**

**Your needs matter**  
You can bring someone with you to the appointment for support.

**'I can't use eConsult.'**

**If you have issues with technology, please tell the Receptionist.**

### There is currently a lot of pressure on appointments.

Before contacting your GP practice please consider...

Could you safely manage your condition with the self-care advice from

- NHS Inform?
- Could you speak to your local pharmacist for advice/treatment?
- Your local optometrist is the best person to help with eye problems.

### What is eConsult?

eConsult is an online form which allows you tell your GP or other health professional about your health needs using a PC, smartphone or a tablet. It saves you waiting for an appointment or going to the GP surgery. Your GP surgery will always follow up an eConsult submission. They may message you, phone/video call you or arrange a face-to-face appointment.

Or you can use it just to have an online consultation with the practice.  
<https://econsult.net/nhs-patients>



### Things to consider before making an appointment

Check 'Know who to turn to' NHS - Grampian ([know-who-to-turn-to.com](http://know-who-to-turn-to.com)) to decide who can best help you.

NHS Inform NHS inform - Scottish health information you can trust.

