

What to expect from your local surgery



When you contact your surgery, you will be treated fairly regardless of the contact method you choose.



If you choose to contact your surgery by telephone, calls will be answered by a trained member of staff who will assess your clinical needs.

To make sure you get the best support, you may be signposted to another service - the reasons for this will be clearly explained to you.



Where access to a service (e.g., a consultation) is clinically appropriate, you will be assessed and offered an appropriate consultation, at an appropriate time without the need to ring back.

This may mean that an appointment is booked for a date in the future but will be consistent with your assessed clinical need.



You will be able to contact your surgery via an online service and receive a similar service to those who choose a telephone route.



Your surgery will be open and honest about the services offered, how to access them and how to access additional or alternative services when required.