

Your GP Practice - Appointments

Your GP Practice is made up of a team of professionals, all focused on providing the care you need. Every day your Practice may be dealing with hundreds of patients, all with different needs, requests and health backgrounds.

Getting the right help

Triage allows the practice team to work efficiently to help as many people as possible.

Reception gathers information so that the triage clinician can match you to the right treatment or care.

Reception is bound by confidentiality in the same way as a GP.



Patient



Telephone



eConsult



Reception

TRIAGE



Clinician

What is eConsult?

Some, not all, GP practices use an on-line form called eConsult. eConsult allows you to submit details about your symptoms in a confidential way directly to a triage clinician within the Practice.

If you are not able to use eConsult, or it is unavailable, you can call Reception.

Community Services

Triage means that you will be directed to the right care. This might be a community service which is better able to help you, such as:

- Dentist
- Chemist / Pharmacist
- Optometrist
- Community link worker
- Podiatrist

Directed to the best clinician to meet needs

Appointment Types

- By telephone
- Online (e.g. eConsult)
- By video
- Face-to-face



Community Link Worker



Physiotherapist



Pharmacist



GP



Advanced Nurse Practitioner



Practice Nurse