

Signposting by our reception team

Please be aware to support our patients our reception team may signpost you to a service more appropriate for your care.

- If you request an appointment at your surgery, the receptionist may ask you the reason why you are calling.
- Receptionists are duty-bound to respect your confidentiality at all times, in exactly the same way as your GP or Nurse.
- If you provide the reason for your call, this helps our receptionist to signpost you to the most appropriate service for your symptoms which isn't always a GP appointment
- It is then your choice what to do with the information you are provided with.
- Our GPs and all the clinical team support this program.

Signposting options that maybe suggested to you

