

How GP practices are working now



Bath and North East Somerset,
Swindon and Wiltshire
Clinical Commissioning Group

Your GP practice has been open and working hard throughout the pandemic. To keep you and our staff safe we are offering phone and video consultations so you only come into the surgery when you need to.



I wanted to see my GP, why am I seeing someone else?

Not everyone needs to see a GP. Practices have a range of expert healthcare professionals such as nurses, pharmacists and physios. You'll see the right person for your condition as quickly as possible.



Why do receptionists ask personal questions?

Our trained reception staff need to ask questions to make sure you see the best person in the practice. Everything you tell them is treated strictly confidentially.



Why can't I have a face-to-face appointment?

We still have to control the risk of infection in our surgeries. Phone and video consultations help keep you and our staff safe and let us treat more patients each day.

You will always be seen face-to-face if you need to.



Where else can I get help?

Visit www.nhs.uk for advice on common symptoms or speak to your local pharmacist.

For minor injuries or urgent care when your GP is closed visit 111.nhs.uk.

Always call 999 in a life-threatening emergency.

Your GP practice is open and ready to help – thanks for your patience at this extremely busy time