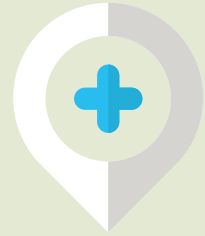


**Accessing healthcare
in Bradford and Craven**



Everything **you need to** **know about** **your GP** **practice**



**How to contact your practice including
booking and managing appointments online.**

Meet the healthcare professionals working in
GP practices and find out how they make sure you
speak to the right person as quickly as possible.

Making sure you get the right care



Watch our useful guide about
GP practices in other languages.
Scan the QR codes below or visit
westyorkshire.icb.nhs.uk



اردو



বাংলা



Polski



English



ਪੰਜਾਬੀ



Română



Also available to watch in
British Sign Language

Making sure you get the right care as quickly as possible

NHS

It's a
GP
practice
thing.

There is a specialist team at your GP practice who are ready to help you. This booklet has been put together to tell you more about how your GP practice works and what to do if you need to get in touch.

Over the coming months, your GP practice will work towards giving you the option to walk in and book an appointment. For some practices this may take longer as their first priority will always be to keep you and their team safe.

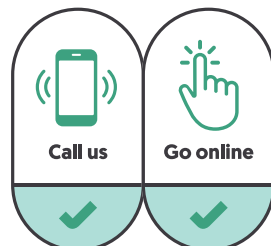
All GP teams are here to help you and may need to speak to you to decide how best to meet your needs. You may not always need a face-to-face appointment. Your practice will make sure you speak to the right person as quickly as possible. Staff at practices across Bradford and Craven are working hard to give you and your family the right care.



**Find your
GP practice**

Scan the QR code
or go to
bit.ly/gppractice

**If you think you need to see
your GP practice team you
can call or go online.**



How you can **book an appointment**

There are two ways to book an appointment. You can still call your GP practice directly or you can go online. To help your family and your community, please only try and book an appointment if you think you really need to.

It is important that appointments are only used by people who really need them to make sure that the most vulnerable people in your community get the help they need. If you call, a Care Navigator will ask you some questions to make sure you get the care you need. They are **trained professionals** who will make sure you speak to the right specialist as quickly as possible - **not everyone will need to see a doctor.**



You can now use the NHS app to get help quickly from your GP practice and get the right care when you need it.

There are online tools that allow you to get free help and advice, quickly and safely, from your own GP practice team. It's easy to use from anywhere, ensuring patients are seen by the right person, at the right time.

**Available on the
NHS App**

**Available from your
GP practice website**

How to book an appointment online



1 Think you need to talk to your GP practice? You can now get in touch online using the NHS App or visiting your GP practice website.

2 Choose the relevant section for your need or request.

3 Fill out the information requested and submit. Questions may change depending on answers.

4 Your practice will review every online request and they will make sure you get the right care as quickly as possible.

5 You will get a quick response letting you know what will happen next and what you need to do.



Benefits of going online to book...

✓ It can be accessed 24 hours a day

Online services are available any time, day or night, from any device connected to the internet. There's no need to wait in a phone queue or visit the practice.

✓ It's quick and easy to use

It takes just 3-4 minutes to complete an online form and your practice will get back to you within 1 working day, if not sooner. By submitting a request, your doctors can make sure every patient gets the right care.

✓ Saving time for emergencies

Online services are used by patients and practices across the UK. If you use online services, it frees up the phone line for those who are not able to use the internet.

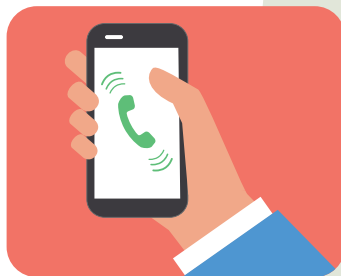
This stage by stage process is called **Triage**. It helps your GP practice work out who needs urgent care and the best specialists for everyone to see. Triage allows the practice team to work efficiently to help as many people as possible.

Start here

Do you think you need advice from your GP practice?

How we make sure you get the right care in six simple steps

It's a GP practice thing.



1

Contact your GP practice online, on the NHS App or call them. If you are unable to call and have difficulty booking online, you can visit your GP practice in person to ask for an appointment.



6

If you are given an appointment at your GP practice or at a hospital, it's important to keep your appointments.



2

If you call or visit your GP practice, you will need to answer some questions so you get the right care. If you have filled in a form online it will go directly to a triage clinician.



5

A GP works with a specialist team of health professionals. You may be referred to one of these specialists at the practice or to a hospital.

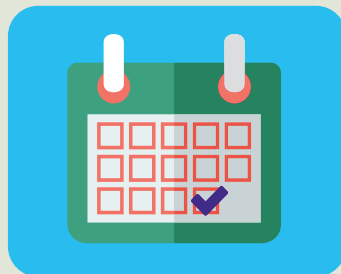


Not everyone needs to see a doctor. You will be seen quicker by a member of a specialist team.



3

Depending on the help you need, you might be offered a telephone or online consultation. This may mean you don't have to come into the practice unnecessarily.



4

If they identify you need one, your GP team will give you a face-to-face appointment at the practice.

A team of highly trained specialists

It's a GP practice thing. ✓

There is a specialist team of health professionals working in your GP practice. This might include nurses, pharmacists and physiotherapists. Here's a quick guide to what they all do.



Physician Associates

Work with GPs to support patients by diagnosing illness or injuries and performing physical examinations.



Pharmacists

Provide information and advice about the safe and effective use of medications as well as monitoring progress.



Physiotherapists

Diagnose, assess and treat problems with muscles, bones and joints, through supported exercising and stretching.



Care Navigators

Trained to assess and direct you to speak to the right person. Might ask you questions to make sure you get the right care.



Health Visitors

Identify health needs of 0-5 year olds and improve wellbeing by promoting health and reducing inequalities.



Practice Nurses

Treat wounds, apply dressings and provide emergency first aid as well as taking swabs, smears and samples.



Advanced Nurse Practitioners

Diagnose and treat illnesses and ailments often focusing on minor illness or new conditions and prescribing medicines.



Social Prescribers

Look at how illness affects all parts of your life and helps you get the support you need with day-to-day challenges.



Mental Health Workers

Fully trained mental health experts can offer a consultation, treatment, peer support, or a referral to hospital teams.



Nursing Associates

Assess, diagnose and monitor complex conditions through examinations, testing and prescribing medicines.



Health and Wellbeing Coaches

Find out what works best to help you stay healthy or improve your health through personalised care plans.



Care Coordinators

Provide support for patients with complex needs and help you learn how to manage your own health.

Not everyone needs to see a doctor. **Your GP practice will make sure you get the right care as quickly as possible.**



Choose the right NHS service for you



**Grazed knee.
Sore throat.
Cough.
Stock up your
medicine cabinet.**

Self-care

Treat yourself at home.
Keep a stock of essentials most
of us need every now and then.



**Diarrhoea.
Runny nose.
Painful cough.
Headache.**

Pharmacy

See your local pharmacist for advice.
To find your nearest one go to
www.nhs.uk and search "pharmacy".



**Vomiting.
Ear pain.
Stomach ache.
Back ache.
Infected bites.**

**Stress or depression.
Blood in urine or stools.
Persistent cough or sore throat.
Recurring headaches.
Unexplained weight loss.**



**Unwell?
Unsure?
GP practice closed?
Need help?**

Call 111 or visit 111.nhs.uk



**Choking.
Chest pain.
Blacking out.
Blood loss.**

Emergency

Go immediately to A&E or call 999 in
a medical or mental health emergency.
This is when someone is seriously ill or
injured and their life is at risk.

More useful links and information



NHS 111
111.nhs.uk



Together We Can
togetherwe-can.com



Healthy Minds
healthyminds.services



Living Well
mylivingwell.co.uk



Get involved
engagebdc.com

Support
Understanding
Compassion
Being kind

