**The way we access and use services is changing.**

Due to the Covid-19 Pandemic, services have changed so you can get in touch with health staff and services in different ways. The changes have been put in place to support and protect you and our NHS staff to reduce the spread of infection. They will get you the help you need more quickly so if possible you don’t need to **visit the GP** **surgery** or go into the hospital. We appreciate that some of these changes may be a bit more difficult for some people but it is for your safety, to reduce waiting times. You will be helping us to help you.

**Changes to appointments:**As well as being able to get health advice from 111 Online and 111 by phone, many servicesnow do telephone and online appointments. In many cases coming into the practice is not necessary and you can get the health you need over the phoneor online (face to face) without having to leave your home. You will still be able to come into the GP surgery for appointments if the health staff need to see you face to face.

**Changes to referrals:** The way your GP refers you for hospital care is also changing. **Prior to any referral Your GP** **will** now get advice and guidance **1st**  directly from the hospital specialists, so hopefully you don’t have to go into the hospital. **If the specialist then decides that they want to see you in person**, **The GP will refer you and you** will then be sent an appointment to go into the hospital. Our aim is this to make sure you have shorter waiting times and quicker outcomes for you.

The practice is here to help you so if you have any concerns about the care you are receiving please do contact us directly.

Please also remember that we have a **Zero Tolerance** when it comes to disrespecting or being rude to our staff. They are here to help you so please treat them with respect.

Thank you for working with us to work differently to Help us Help you.

From all the staff at Glendale Medical Centre