

Choose the right service!



GP (Doctor) Team

USEFUL INFORMATION



Information:

What does a GP Primary Care Team do?

A GP Practice may have various professionals within their team. It may consist of GPs, Practice Nurse(s), Health Care Assistant/ Phlebotomist, Practice Pharmacist and administration staff and management.

The Practice team will carry out detailed examinations and provide advice, information and prescription if appropriate. The Practice also provides routine monitoring and management of ongoing health conditions such as diabetes, high blood pressure, asthma and heart disease and can also provide most contraceptive services, maternity services, immunisations and screening (e.g. smears and child health).



A doctor can also refer patients to a specialist healthcare professional for tests and treatment.



Contact Your local Practice

Receptionists in GP Practices

What does a GP Receptionist do?

- The role of the GP receptionist is to ensure that the patient is seen by the most appropriate person or service at the right time, and ensure the patient has a smooth journey through the system.
- A Receptionist may ask patients questions to assist with directing them to the most appropriate service/professional.

When should someone see a member of the GP team?

- When a patient has an illness or injury that just won't go away, they should make an appointment to see a member of the General Practitioner Team (GP).
- Everyone needs to register at their local GP surgery.



Contact your local GP Practice if you have an illness that won't go away; or if you need to manage or monitor an ongoing condition.



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INVERCLYDE
HSCP
Health and Social Care Partnership

The Scottish
Government
NHS for Scotland

your voice

1 Community Connectors

- Affected by isolation or lacking confidence at any age?
- Increase your Social Interaction
- Connect to services, support and activities
- Telephone 01475 728628



1 Self Care NHS Inform

- Need general health advice
- Minor illnesses • Sore Throat
- Diarrhoea • Cold / Flu • Vomiting
- Telephone 0800 22 44 88
- www.nhsinform.scot



1 Social Care

- Benefits advice / money worries
- Support for People at risk
- Assessment for personal / practical support
- Support to live independently
- Telephone 01475 715299



1 Physiotherapy

- Advice on muscle, joint or back pain visit: nhsinform.msk.zone - www.nhsinform.scot
- Further help, self refer to Outpatient Physiotherapy (Adult service only). Self referrals forms available in physio depts & GP Practices.



1 Pharmacy First



- Pain Relief • Shingles
- Emergency Contraception
- Cough / Cold • Cystitis (Females 16-65)
- Impetigo • Stop Smoking
- Contact your local Pharmacy



1 NHS 24 Call 111

- Unsure about a symptom
- Need help, can't wait until your regular NHS service re-opens
- Telephone for FREE, dial 111



1 Optician Services

- Experience sudden loss or changes in vision
- Have sore, irritated, red, sticky or watery eyes
- Contact your local Optician



1 Dentist Services

- Pain in mouth, jaws or gums
- Facial swelling, bleeding from mouth
- Contact your local Dentist



1 GP (Doctor) Team

- An illness or injury that won't go away
- Monitoring and management of ongoing conditions
- Contact your Practice

