



A GUIDE TO PRIMARY CARE



GP RECEPTIONIST



For more information
on Primary Care
services please scan:



GP Receptionist



The Receptionist's role in a GP Practice is to support and guide patients through Primary Care services.

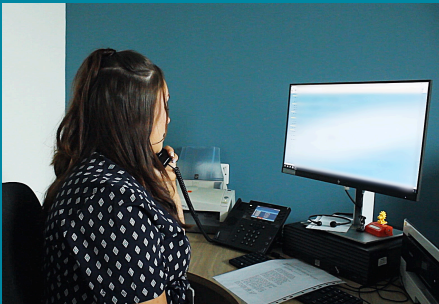
Primary Care is the first point of contact you access for NHS services, which include those provided in GP, Dental, Optometry and Community Pharmacy settings.

Primary Care is changing and there are other skilled professionals, services and support available to complement your GP Care.



As the first point of contact for patients within the GP Practice, Receptionists are trained to support patients by signposting.

They may refer or appoint patients to the most appropriate professional or service to best suit their health or social care needs.



To ensure patients are directed to the right care in the right place, Receptionists are trained to ask important questions to gain the relevant information when patients contact the GP Practice.

All information shared remains confidential and is only used to guide the patient to the right health professional or service.

General advice on minor conditions can be accessed at www.nhsinform.scot

Access larger print and alternative formats at: enquires@yourvoice.org.uk

