**ACTIVE SIGNPOSTING – PATIENT INFORMATION** 

Getting to see a GP or a nurse when you really need to do so, is not easy. There are many reasons for this:

* There is s shortage of GPs and nursesand so there is not enough appointments to meet the demand
* Resources are limited
* Appointments are taken up when sometimes the GP / Nurse is not the best person to deal with your needs.
* 1 in 4 GP appointments could have been better dealt with by other healthcare professionals

To help address these problems, the local Clinical Commissioning Group has developed an ‘Improving access to general practice scheme’ which requires all practices, working in partnership, with [[1]](#footnote-2)Rochdale Health Alliance, to implement some changes which are intended to improve access.

**These changes are happening in every practice across HMR, so no matter who you are registered with you will be treated the same.**

Receptionists from ALL practices have been trained so that they can safely signpost patients to other services where their needs could be better dealt with.

**How will this affect you?**

The main change that you will experience is that the receptionist will ask you some questions that will ensure that you receive:

* the most appropriate medical care,
* from the most appropriate health professional,
* at the most appropriate time

The questions that are asked will cover the:

* **Nature of the problem**?
* **Duration of the problem**?
* **Severity of the problem**?

Your responsesmeans that the receptionist can:

* ensure that all patients receive the appropriate level of care
* help doctors prioritise house visits and phone calls
* direct patients to see the nurse, other health professional or service such as the minor ailments scheme

Reception staff, like all members of the practice team, are bound by confidentiality rules and any information given by you is treated in the strictest confidence.

Please help the receptionist to help you by answering the questions

1. The local GP Federation [↑](#footnote-ref-2)