

# Old Catton Medical Practice

## Meet your Practice team

Here are some of the great team of professionals looking after you...



### Receptionist & Admin

First point of contact, a key role in 'triage' & getting the appropriate help. They may need to ask you for more information to do this.



### Pharmacist

Specialist advice on medication. Support patients in managing chronic conditions.



### GPs

Consultants in general practice (primary care), specialising in holistic, whole-person continuous, simple & complex medical care. Assisted and supported by other primary care practitioners



### Nursing Team

Practice Nurses can help provide same-day care for minor illness & wound care. HCAs & GP Assistants support the team with diagnostic assessments.



### Others

Other primary care practitioners with their own areas of interest may include advanced nurse practitioner, physiotherapist, mental health nurse, social prescriber, paramedic & more.

## What is triage and how does it work?

A member of the reception team will take the details of the patient's request, this may involve asking pre-defined questions as set by our GP's and this will be relayed to the duty GP.

When the duty GP receives this information they will use it alongside the information contained in your medical record to decide the next best step for you. This could be signposting to a more appropriate service, booking the next available appointment with one of our fantastic allied healthcare professionals or a telephone call to get a bit more information.

By working in this way we don't have unwell patients waiting for long periods of time for an initial assessment and you are seen by the appropriate clinician the first time.

## Things to consider before making an appointment

Could you safely manage your condition with the NHS self care advice?



Could you speak to your local pharmacist for advice or treatment?

Could your local optometrist help with eye problems?

