



Lancashire & South Cumbria GP Appointments

Data published December 2023 by NHS Digital

887,000

GP SURGERY APPOINTMENTS WERE OFFERED IN NOVEMBER

632,000

71% OF ALL PATIENTS WERE SEEN FACE TO FACE

443,000

50% WERE SEEN WITHIN 24 HOURS OF CONTACTING THEIR PRACTICE



- ✓ Our Receptionists and Care Navigators are here to help! Please be as specific as possible when discussing your needs. **You may not always need to see a GP.**
- ✓ Patients will be offered appointments with the **right clinician at the right place and within the right timeframe** - based on **clinical urgency and need.**
- ✓ Our Practice teams are here to help, not be hurt. **Aggressive, violent or threatening behaviour towards our staff will not be tolerated #BeKind**
- ✓ **Practice self-care prior to contacting NHS services for your minor illness.**
- ✓ GPs have no control over hospital waiting lists or follow up appointments.
- ✓ Tests ordered by the hospital will be followed up by the hospital.
- ✓ We are working as hard as we can **to meet your needs.**
- ✓ **We are grateful for your patience and support.**

