



# Lancashire & South Cumbria GP Appointments

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## 1,000,000

GP SURGERY APPOINTMENTS WERE OFFERED IN OCTOBER

## 826,000

83% OF ALL PATIENTS WERE SEEN FACE TO FACE

## 462,000

46% 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.**

