

Things I need to know about GP practices



GP practices



Anyone in the UK can register with a GP practice for free



Easy Read created together with
Include.org lived experience
Champions group.

include.org

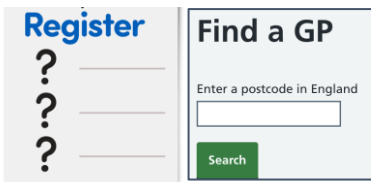
Things I need to know about GP practices



A **GP** practice is a **place** where **you** can **see** a **GP doctor, nurse** or other people, to talk about your health. **GP** practices are often the first **place** a **person visits** when they **need help** with a **health problem**.

Anyone can **see** a **GP doctor** for **free**, in the UK. If you are not **signed up** (registered) **with** a **GP** practice, **you can get free emergency treatment** at **any GP** practice.

Find and register with a GP practice



To **find** a **local GP** practice , you can **type** **'Find a GP'** on **Google** to go on the NHS website. **Then, type** your **postcode** in the search box.



You can **sign up** (register) **online** on the NHS 'Find a GP' website **or go to the GP practice to fill in a form**.



You **don't need proof** of **address** to register **but it is helpful to have some ID** with you. For example, a passport, birth certificate, HC2 certificate or a rough sleepers ID badge.

Problems registering with a GP practice



The **GP** practice will **help you** with any **problems registering**. Sometimes, **GP practices** are **not taking** new **patients** or can **only** register **patients living in the area**.



If you **can not register with** a **GP** practice, you can **call** the **NHS** England customer service number on **0300 311 2233**.



Healthwatch Surrey can **give information** to people living in **Surrey** about how to **register** with a **GP practice**. You can **call Healthwatch Surrey** on **0303 303 0023**.

Booking and going to a GP practice appointment



To **book** an **appointment**, you can **call** or **go to the GP** practice.



You can **also book** an **appointment** **online on the GP practice website**.



When you book your **appointment** the **GP practice** will **ask** you some **questions** to **find out how quickly** you **need** to be **seen** and **who** is the **best person** to see you.

Where will my appointment be?



Your **appointment** can be **over** the **phone**, **in person** or **online**.



Please **tell** your **GP practice** if an **online appointment** is **difficult** for **you**. Your **GP practice** can **make** a **fair change** (reasonable adjustment) and **change** your **appointment** to **see you in person** or over the **phone**.

Fair changes GP practices can make to help you



GP practices can **make fair changes** (reasonable adjustments) to **help** you **attend appointments** and **make you feel comfortable**.



For example, your **GP practice** can **give you** an **Easy Read** document (like this one) with **important information** about your health.



GP practices can organise a **translator** when **English** is **not** your **first language**. A **translator** will **talk with you in your language** and **tell the GP** what you said in English.

Fair changes GP practices can make to help you



GP practices can also **organise** a **chaperone** to be with you at the appointment. A **chaperone** is a **person** that **can be** in the **room with you** to **help you feel safe**.



You can also **choose someone you trust**, like a **friend** or **family** member, to **help you with** your **appointments**. For example, to **book appointments** or **get medications** for you.

Make sure you need a GP practice appointment



You can **treat** yourself **at home** when you have **minor sprains, coughs** or a **cold**.



You can also treat yourself at home, when you have **small cuts, grazes** or **bruises**.



Pharmacy

A **pharmacy** can **help** you with things like **headaches** or **stomach upsets**.



Pharmacy

A **pharmacy** can **also help** you with **insect bites** or **stings**.

Signs you need to see a GP



See a GP **doctor** when it is **taking a long time** to **get better** (persistent symptoms).



You should also **see** a **doctor** when you **have** a **pain** that **doesn't go away** (chronic pain).



You have a **strange/unusual lump** or **bump**.



You have a **health problem** that **needs regular care** (long-term condition). For example, people need regular care for asthma.

Signs you need go to A&E at the hospital



You have **chest pain** or **difficulty breathing**.



You **lost a lot** of **blood** or the **bleeding** is **not stopping**.



You had a **serious injury** or a **sudden** and **severe pain**.

About Include.org



Include uses **music** and **creativity** to **teach** people about **inclusive communication**. Include has two **sing and sign choirs**, one in **Redhill** and other in **Epsom**.



Include also provides **training** on **inclusive communication** and creates **Easy Read information** with an experts-by-experience **Champions group**, facilitated by speech and language therapists.



Contact Include if you'd like **Inclusive communication training** or **Easy Read** information for your organisation.

Include.org contacts



Email us on info@include.org

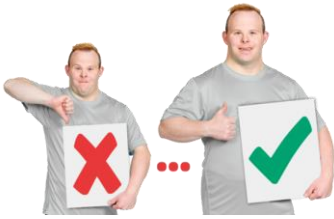


Call or text Include on **07918 470190**



Find us **online** at www.include.org

About Healthwatch Surrey



Healthwatch Surrey **help** to **improve** and **change** **local health** and **social care** services.



Healthwatch Surrey **listens** to what **people** say and **talks** to **health** and **social care** **services** to **make services better**.



Healthwatch Surrey can also **help you to** **get information** about **local health** and **social care** services.

Healthwatch Surrey contacts



Call us on **0303 303 0023** (local rate number)



Text or **WhatsApp** us on **07592 787533**



Email us on enquiries@healthwatchsurrey.co.uk



Find us **online** at
www.healthwatchsurrey.co.uk



Send us **post** on:
Freepost RSYX-ETRE-CXBY,
Healthwatch Surrey, Astolat,
Conifers way, Burpham, Guildford,
Surrey, GU4 7HL

