

# Contacting your GP practice

You or someone you care for needs help from a nurse or doctor.

OR

You have an administration or medicine query that can only be answered by your GP practice.

Visit the practice website and tell us more about what you need through our online consultation system, eConsult.



Or phone the practice and someone from the team will have a conversation with you to see how best to help you.

Our staff ensure your request goes to the best-placed clinician to help you. They will also highlight urgent requests.



The nurse or doctor will look at your details and contact you using one of the following:

- **Telephone**—to talk to you and find out more
- **Email**— if they need to share some information with you such as information about your illness
- **Text message**— for a brief message to let you know they have done what you asked



If needed, you may be offered a video appointment if you have the technology available. You may be offered a face-to-face appointment, and if possible please wear a face covering for these appointments.