

## How Our Telephone Assessment Service Works

Your name will be added to the duty doctor's telephone list, with a brief description of your concern along with your best contact number.



The duty doctor will work through a list calling each patient and will prioritise urgent cases but will aim to return your call within 2 hours.



The duty doctor may call certain patients before others depending on the symptoms and the age of the person.



The telephone assessment service is in place to provide same day access to GP advice and if an appointment is required, we will allocate you to the clinician best suited to manage your concern.



The duty doctor can also provide advice and/or a prescription which can be sent electronically to the pharmacy or collected from reception.