



# You and Your General Practice



## What You Can Expect (Your Rights)

### 1. Contacting Us

- Open Monday-Friday, 8:00 AM-6:00PM
- Call us, visit in person, use the NHS App, or our website



### 2. When We're Closed

- Urgent (non-emergency)? Call 111 or visit NHS 111 online
- Emergency? Call 999 or go to A&E



### 3. Appointments

- Tell us what you need so we can help quickly
- We'll reply within one working day with:
- Same-day/future appointment
- Phone call or message
- Advice from pharmacy or NHS service



### 4. Who You Might See

- GP, nurse, pharmacist, or other trained staff
- Carers can speak for you with your consent
- You can ask for a preferred clinician (may wait longer)



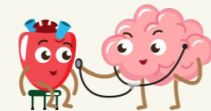
### 5. Extra Support

- From age 16, you can book alone
- Tell us if you need a translator, wheelchair access, or extra help



### 6. Your Rights

- Register with any local practice – no ID or proof of address needed
- Choose your hospital for referrals if available
- Be treated with respect, kindness, and fairness





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## How You Can Help

### 1. Be Ready

- Think about what you want to say before your appointment



### 2. Be On Time

- Arrive promptly or cancel if you can't come



### 3. Use Services Wisely

- Use the NHS App for bookings, prescriptions, and results
- Turn on notifications so you don't miss messages
- Order only what medicines you need



### 4. Join In

Join the Patient Participation Group to share ideas



### 5. Give Feedback

- Speak to the Practice Manager
- Or contact North East and North Cumbria Integrated Care Board



***Together,  
we can make  
your care better!***