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| **Communication** | Patient briefing  |
| **Audience/s**  | Patients/carers |
| **Channel/s** |  |

**Patient briefing**

To deliver a key aspect of theNHS GP Five Year Forward View, we working with GP practices across Warrington to introduce Patient Advisers. Patient Advisers will help to improve your access to Primary Care and reduce pressures upon GPs.

By providing clear information about the range of services available both inside and outside of the GP practice, Patient Advisers provide you with real choice, allowing you to consider alternative services that best meet your health and social care needs.

Patient Advisers provide you with a first point of contact that directs you to the most appropriate source of help, at the right time, in the right place with the most relevant person/organisation.

**Why and what are we doing?**
Virtually everyone who calls a GP practice to make an appointment asks to see to a GP, but very often help will be available from a more appropriate service.

To support our GPs, receptionists in our practices have been trained to work as Patient Advisers.

Receptionists have received training to enhance their ability to connect you with the most appropriate source of help.

When you contact your GP practice, the Patient Adviser receptionist identifies what your need is. They are then able to refer to information about services in the practice, other NHS providers and the wider care and support sector. Where appropriate, they will direct you to these services.

To help you access the correct service, when you call your GP practice, your Patient Adviser will need to know a little about why you need an appointment.

Patient Advisers aren’t being nosey or obstructive in your request to seeing a GP, they genuinely want to help. They will ask you a few brief questions as Patient Advisers have a number of alternative types of appointments available to them and they need to offer you the most appropriate appointment to deal with your problem.  The most appropriate appointment may be with the GP or for example perhaps with another member of the practice team

You can ask to speak to the Patient Adviser receptionist privately.

The role of Patient Advisers is to be rolled out across Warrington in stages across Warrington from Monday 11th June 2018.

To find out more, please speak with a member of reception staff or visit your practice website for a list of frequently asked questions.

Alternatively, to find more about local health services, events, advice and support in Warrington the following websites can provide information:

[www.mylifewarrington.co.uk](http://www.mylifewarrington.co.uk)
[www.warrington.gov.uk/warringtonwellbeing](https://www.warrington.gov.uk/warringtonwellbeing)

[www.nhs.uk](http://www.nhs.uk)