



This is now a Safe Working practice



To protect our patients and our practice, we're following the **British Medical Association's Safe Working guidance**.

Here's what you need to know:

1. When you call us, our trained reception staff will ask you some questions so they can direct you to the service right for you.
2. The right service could be an appointment with your GP, but it could also be with your local pharmacy, speaking to NHS 111, or visiting a walk-in centre.
3. It is not safe for patients when GP practices continue being overwhelmed.
4. You may notice some changes, but please remember this guidance will help more patients get the help they need, when they need it.

If you have any questions, visit
[bma.org.uk/GPsSafeWorking](https://www.bma.org.uk/GPsSafeWorking)