

Meet our team

Meet the team who are here to help you across Norfolk and Waveney. We will ensure that you are directed to the most appropriate health and care professional, who might not be a GP or doctor, but is best able to support your medical, health and care needs.

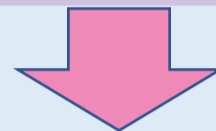


What happens when you call a GP Practice?

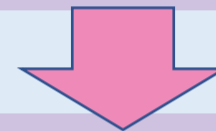
When you contact your GP Practice, you will speak to a specially-trained Receptionist or Care Navigator who will ask you questions to help ensure you see the most appropriate person in the Practice.



Patient calls / arrives at local GP Practice



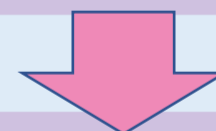
Receptionist / Care Navigator asks the patient for details of their condition



Patient explains their condition or needs



Patient is signposted to the appropriate person based on their answers



Patient will be seen by one (or more) of the individuals below:

- Pharmacist • GP • Nurse
- Physiotherapist • Social Prescriber
- Dental • Clinical Practitioner
- Mental Health Practitioner