

You and Your General Practice



What You Can Expect (Your Rights)

1. Contacting Us

- & Open Monday–Friday, 8:00 AM–6:30 PM
- & 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 will 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)



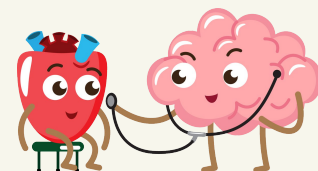
5. Extra Support

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

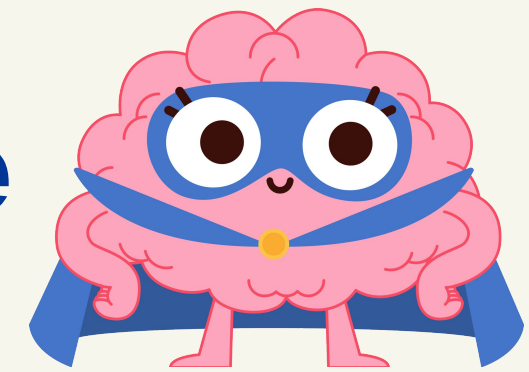


6. Your Rights

- & 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



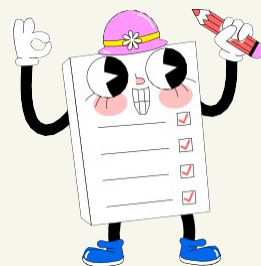
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How You Can Help

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 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 Team
- & Or contact Healthwatch or Lincolnshire Integrated Care Board



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