November 2023



Lancashire & South Cumbria GP Appointments

Data published December 2023 by NHS Digital

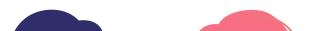
887,000

GP SURGERY APPOINTMENTS WERE OFFERED IN NOVEMBER

632,000 71% OF ALL PATIENTS WERE SEEN FACE TO FACE

443,000

50% WERE SEEN WITHIN 24 HOURS OF CONTACTING THEIR PRACTICE









- Our Receptionists and Care Navigators are here to help! Please be as specific as possible when discussing your needs. You may not always need to see a GP.
 Patients will be offered appointments with the right clinician at the right place and within the right timeframe based on clinical urgency and need.
- Our Practice teams are here to help, not be hurt. Aggressive, violent or threatening behaviour towards our staff will not be tolerated #BeKind
- Practice self-care prior to contacting NHS services for your minor illness.
- GPs have no control over hospital waiting lists or follow up appointments.
- $\mathbf{\mathbf{i}}$ Tests ordered by the hospital will be followed up by the hospital.
- We are working as hard as we can **to meet your needs.**
- We are grateful for your patience and support.