

Social media messages – Primary Care, GP Practices

Here to help campaign

(v2. 01/03/24)

How you can help

Join us on social media so we can show the many ways that GP practices are 'here to help'.

Please tag us in your social media posts:

North East and North Cumbria ICB Facebook – NorthEastandNorthCumbriaNHS

X (the new name for Twitter) – @NENC_NHS

Instagram – nenc_nhs

Social media plan – GP practices			
	Message	Static visual	Animation

1.

Your GP practice is here to help you and your family in more ways than you think:

- face to face
- on the phone
- or online

With:

- a GP
- an advanced nurse practitioner
- nurse
- pharmacist
- social prescribing link worker
- or another member of the health care team

Your practice receptionist can tell you how, and who, would be best for you.

#HeretoHelp



2. GP phone lines can be very busy, especially in the mornings.

Save yourself a wait by calling later in the day, if possible, for non-urgent appointments or test results.

Alternatively, if available, you can use your practice's online booking services, available on their website, or use the NHS app.

You may also be able to email your practice for medication requests and other general queries.

Need help using the app?
Visit www.nhs.uk/helpmeapp

Or visit your practice website for more information.

#HeretoHelp



<p>3.</p> <p>GP phone lines busy?</p> <p>You can log into your NHS account to:</p> <ul style="list-style-type: none"> • book appointments • order repeat prescriptions • access a range of other healthcare services and advice <p>Need help using the app? Visit www.nhs.uk/helpmeapp</p> <p>Information on sick note requests, travel vaccination advice etc is also available on your practice website.</p> <p>#HeretoHelp</p>		
<p>4.</p> <p>Need an evening or weekend appointment?</p> <p>Did you know by using the enhanced access service you can be seen up to 8pm on weeknights or 5pm on Saturdays?</p> <p>This might not be at your usual GP practice and may be with a member of the wider healthcare team.</p> <p>Contact your GP surgery or use their online services, to book an</p>		

	<p>appointment or see your practice website for more details. #HeretoHelp</p>		
<p>5</p>	<p>Sometimes, a GP might not be the right person for you to see.</p> <p>You may need to speak to:</p> <ul style="list-style-type: none"> • an advanced nurse practitioner • a nurse • a pharmacist • a social prescribing link worker • or another expert in the team <p>Your practice receptionist will help find the right team member for you.</p> <p>#HeretoHelp</p>		

<h2>Additional assets</h2>			
<p>Videos</p>	<p>Receptionist – ways to book</p> <p>Practice Nurse – enhanced</p> <p>GP – here to help in more ways than you think</p>	<p>Here to help GP practice Admin.mp4</p> <p>Here to help - GP practices out of hours</p>	<p>Here to help GP practice Doctor.mp4</p>



North East and
North Cumbria