

1. Is your issue urgent? Do you need to see a specific GP? If you have a long term health condition, would you benefit from seeing a GP who knows you?

2. Take a list of your medicines – prescribed or otherwise. Include tablets, liquids or creams. Your GP needs to know about everything you are taking.

3. Make a list of what's wrong – if you have several symptoms, begin with the most important. Try not to overcomplicate it.

4. Ask for a double appointment - if you have more than one health problem you want to discuss.

5. Ask questions until you understand. Not clear on a treatment plan? Ask again. Make sure you understand the next steps before you leave.

6. Ask who to contact if you have any more questions. You may have questions after your appointment. Find out who you can contact, including local support groups.

7. If you need support, take a relative, carer or friend. They can help you explain, understand and remember.

8. Unhappy? Ask to see another GP. You can also change GP practice but as a first step, discuss concerns with another staff member from your practice.

9. Could the practice nurse deal with your problem? Consider this as an alternative to making a GP appointment. The surgery may also run special clinics such as asthma and diabetes, so find out.

10. Take notes. You can take notes with you so that you're clear what you want to say and take notes during your appointment, so that you remember what your GP has said to you.

Source: Healthwatch www.healthwatch.co.uk

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To contact Bromley Well call the Single Point of Access on **0808 278 7898** or direct Lifestyle Support lines **07985 431484 / 07985 444210** Email enquiry@bromleywell.org.uk www.bromleywell.org.uk



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