



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Betsi Cadwaladr  
University Health Board

#RightCareFirstTime

#RespectReceptionists

Scene 1:  
Image of a GP surgery Receptionist on the phone to a patient asking what their issue is

Image of a house, with a patient on the Phone to the surgery with a sore eye.

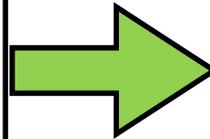


Image of the Receptionist advising that the best person for their condition is the Optician.

Image of eye care wales and how to book in with an optician ?  
<https://111.wales.nhs.uk/localservices/?s=Optician&pc=n&sort=default>

Image of the Optician. Seeing the patient

Scene 2:  
Image of a GP surgery Receptionist speaking to a builder at reception desk

Image of a builder holding his broken wrist.

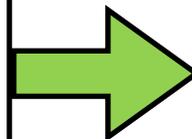


Image of a GP surgery Receptionist advising that the best place for him is a minor injuries unit

Image of a builder at the minor injuries unit getting his wrist strapped up

Scene 3:  
Image of a GP surgery Receptionist on the phone to a patient asking what their issue is

Image of a house, with a patient on the phone with a sore tooth

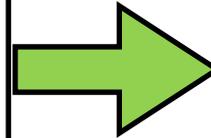


Image of the Receptionist advising that the best person for their condition is the dentist

Image of the dental services:  
<https://bcuhb.nhs.wales/services/where-do-i-go1/dental/urgent-dental-service/>

Image of the dentist Seeing the patient

Scene 4:  
Image of a GP surgery Receptionist on the PC responding to an email from a patient displaying an image of a sting on the foot.

person showing a picture of the sting to their foot

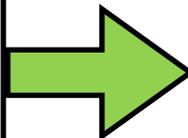


Image of a GP surgery Receptionist responding Advising that a pharmacy can assist.

Image of the person receiving care and treatment from a pharmacist

Scene 5:  
Image of a GP surgery Receptionist on the phone to a patient asking what their issue is

Image of a patient suffering with a leg ulcer

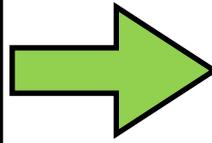


Image of a GP surgery Receptionist advising that an appointment with our practicenurses appointment is best

Image of the patient receiving care from the practice nurse

Scene 6:  
Image of a GP surgery Receptionist on the phone to a Patient requiring an adjustment of medication

The patient asking to see the GP for a repeat prescription

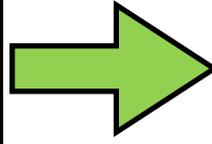


Image of a GP surgery Receptionist on the phone  
Advising that a request can be actioned by our clinical pharmacist

An image of the pharmacist with the patient issuing a new prescription.

Scene 7:

Image of a GP surgery Receptionist on the phone to a patient asking what their issue is

The patient advising they have found a lump on their breast

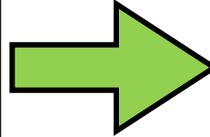


Image of a GP surgery Receptionist advising that a GP appointment will be scheduled.

An image of the patient seeing the GP.

Scene 8:

Image of a GP surgery closed

Image of a patient not feeling well, at night.

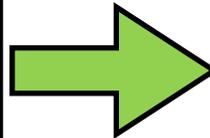


Image of patient receiving advice via the phone with NHS 111 (night time, person in PJ's, moon in the window)



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Betsi Cadwaladr  
University Health Board

#RightCareFirstTime

#RespectReceptionists

