



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.

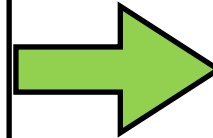


Image of the Receptionist advising that the best person for their condition is the Optician.

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.

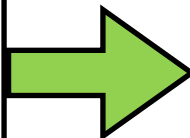


Image of a GP surgery Receptionist advising that the best place for him is a minor injuries unit

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

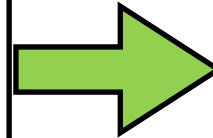


Image of the Receptionist advising that the best person for their condition is the dentist

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

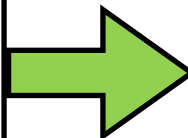


Image of a GP surgery Receptionist responding Advising that a pharmacy can assist.

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

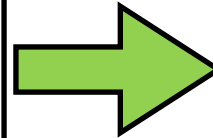


Image of a GP surgery Receptionist advising that an appointment with our practicenurses appointment is best

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

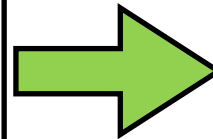


Image of a GP surgery Receptionist on the phone
Advising that a request can be actioned by our clinical pharmacist

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

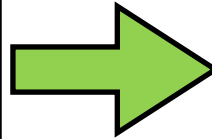


Image of a GP surgery Receptionist advising that a GP appointment will be scheduled.

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.

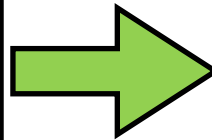


Image of patient receiving advice via the phone with NHS 111 (night time, person in PJ's, moon in the window)



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