

## Why do the patient advisors need to ask what's wrong with me?

### It is not a case of the patient advisor being nosey!

The patient advisors are members of the practice team and it has been agreed they should ask patients “why they need to be seen”. Patient Advisors are trained to ask certain questions in order to ensure that you receive:

- The most appropriate medical care
- From the most appropriate health professional
- At the most appropriate time



### Patient Advisors are asked to collect brief information from patients:

1. To help doctors prioritise phone calls
2. To ensure all patients receive the appropriate level of care
3. To direct patients to see the nurse or other health professionals rather than the GP where appropriate.

### Patient Advisors, like all members of the team, are bound by confidentiality rules

- Any information given by you is treated **strictly confidentially**
- The practice would take any breach of confidentiality very seriously and deal with accordingly
- You can ask to speak to a patient advisor in private away from reception but please be aware they will need to have someone with them.
- However if you feel an issue is very private and do not wish to say what this is then this will be respected.

Thank you for your support

