

Name of Activity:- The patient journey

Type of Activity:- Individual/Pairs/Group. Suitable for 11-15 year olds

Learning points:- Nearly everyone will visit a GP at one point in their life but do we really know how the GP works and when to use them correctly? This lesson will allow pupils to explore their own experience with the GP and understand some more information about how a GP practice works.

Background info

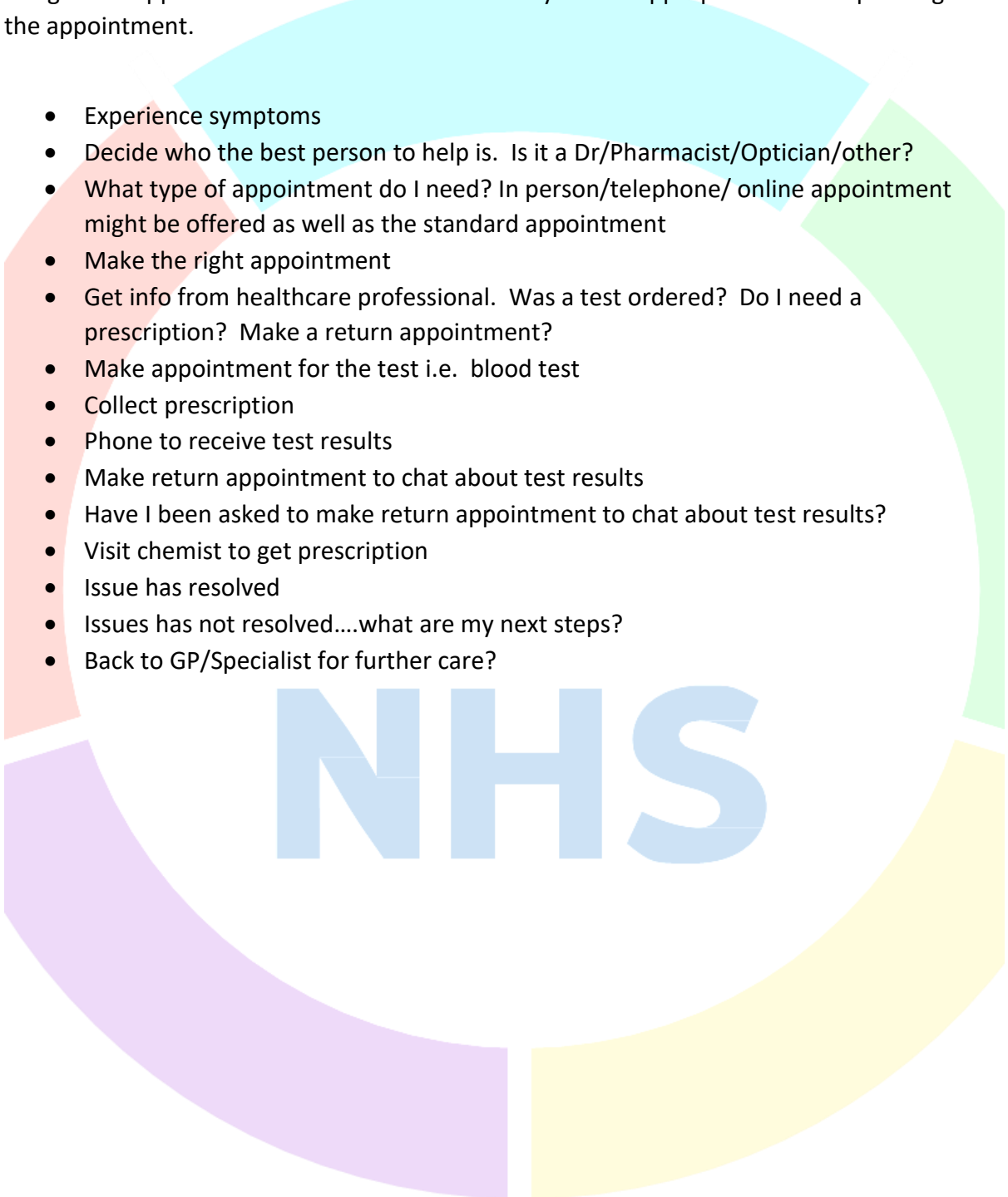
- A General Practitioner (GP) is your family doctor and is the main point of contact for general healthcare for NHS patients. All UK residents are entitled to the services of an NHS GP. They help you to manage your health and prevent illness and are trained in all aspects of general medicine. This includes child health, mental health, adult medicine, the diagnosis and management of acute medical and surgical problems and the management of long term health conditions such as diabetes and asthma, ophthalmology (eyes), ENT (ear, nose and throat) and dermatology (skin). Many GPs develop 'special' interests in specific disease areas. Some also carry out practical procedures such as minor surgery.
- A parent usually registers you at Dr if you are under 16.
- Appointments last approx. 8-10 minutes
- GPs don't feel embarrassment they are trained to deal with all sorts of information.
- Ask the GP to write things down you don't understand or the name of something.
- You have the right to a second opinion.
- You can get a home visit if you are too ill to go to the Dr but this is rare. Nowadays you may also be offered an phone/online appointment.
- We get free prescription in Scotland
- You can contact other organisations if you have a complaint
- Your health record – contains important info about your health. Notes from consultation, drugs, test results, correspondence, data like an x-ray, etc. You have the right to access this but must make a special request to view.

Info from: - [It's Your Practice: A patient guide to GP services](#)

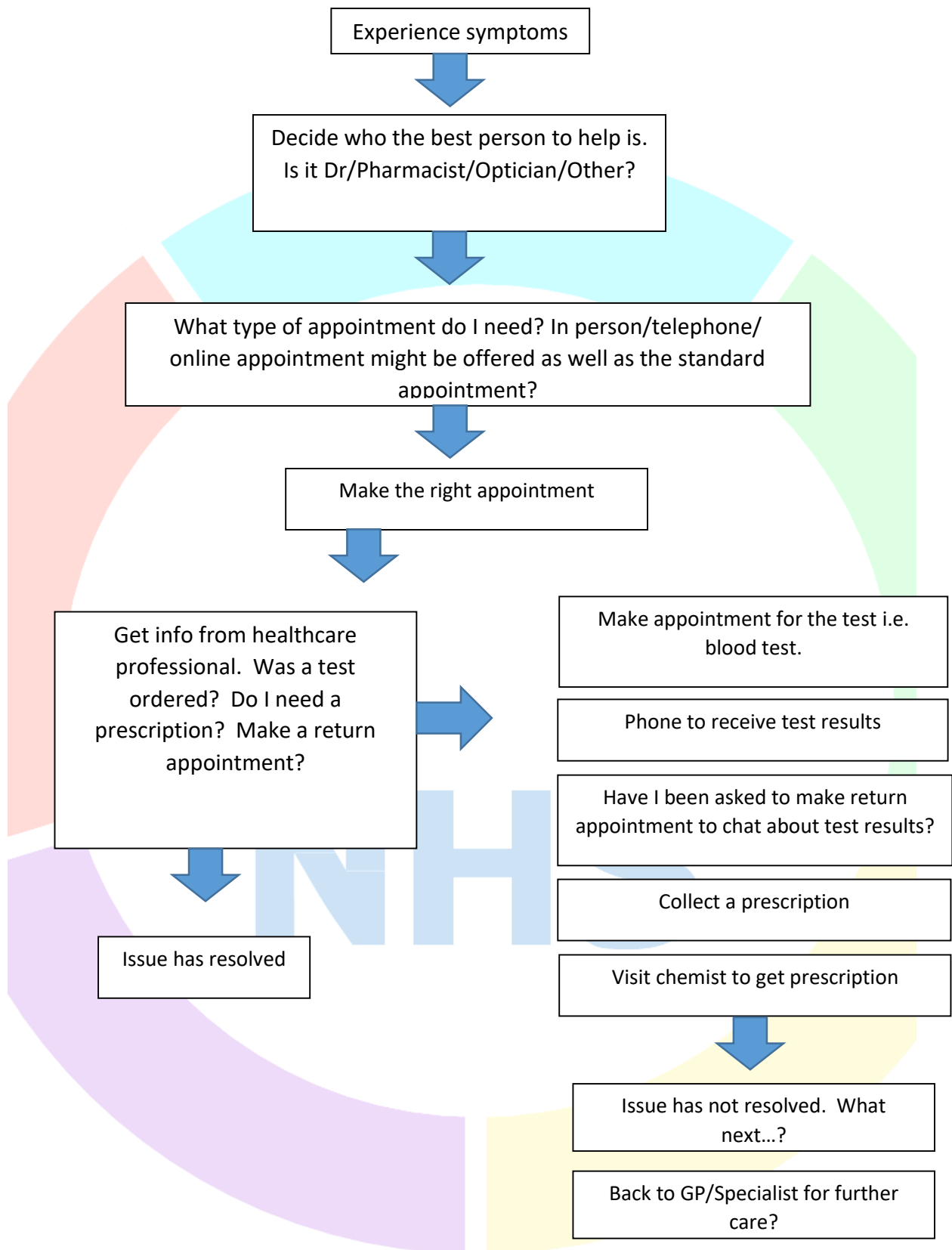
Part One

Print each action onto a sheet/into strips and mix up order (**see resources section**)

Sort into the correct order (correct order below). The order isn't linear. Many of these things will happen at the same time and some may not be appropriate at all depending on the appointment.

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- Experience symptoms
 - Decide who the best person to help is. Is it a Dr/Pharmacist/Optician/other?
 - What type of appointment do I need? In person/telephone/ online appointment might be offered as well as the standard appointment
 - Make the right appointment
 - Get info from healthcare professional. Was a test ordered? Do I need a prescription? Make a return appointment?
 - Make appointment for the test i.e. blood test
 - Collect prescription
 - Phone to receive test results
 - Make return appointment to chat about test results
 - Have I been asked to make return appointment to chat about test results?
 - Visit chemist to get prescription
 - Issue has resolved
 - Issues has not resolved....what are my next steps?
 - Back to GP/Specialist for further care?

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Part Two

Brainstorming activity/discussions

Who works in a GP practice? What are their different roles? What does a GP do?

Job Roles

- GP
- Practice Manager
- Practice Nurse
- Health Visitor
- Healthcare Assistant
- Reception/admin staff
- Locum Dr
- GP Registrars (training to become a GP through working in practice)

A full description of these roles is explained in [It's Your Practice: A patient guide to GP services](#)

GPs may do some/all of the following in their GP Practice. Use some of these to start discussions - has anyone ever had experience of using some of these services? What was it like? How did this help their healthcare?

- GP consultations
- Asthma clinics
- Chronic obstructive airways disease clinics
- Coronary heart disease clinics
- Diabetes clinics
- Screening services
- Contraceptive services
- Child health surveillance
- Maternity services
- Certain minor surgery procedures
- Vaccinations and immunisations
- Child health and development
- Counselling
- Dermatology
- Dietician support
- Dressing clinics
- Monitoring disease-modifying anti-rheumatic drugs
- Ear wax and syringing
- ECGs (electrical heart trace)

- End of life care
- Epilepsy
- Lung testing (spirometry)
- Medication review clinics (by pharmacists)
- Men's health
- Mental health
- Pregnancy testing and contraceptive advice
- Stop smoking support
- Travel advice
- Women's health
- Insurance claims forms
- Passport signing
- Prescription for taking medication abroad
- Private sick notes
- Sports, pre-employment and HGV medicals
- Vaccination certificates



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