



Make the right appointment

Decide who the best person to help is

Is it a Dr Pharmacist/
Optician/Other?



**What type of
appointment
do I need?**



Back to GP/ Specialist for further care?



Make the right appointment

**Telephone
or online
appointment
might be offered**

**Make
appointment for
the test i.e
blood test**



Phone to receive test results

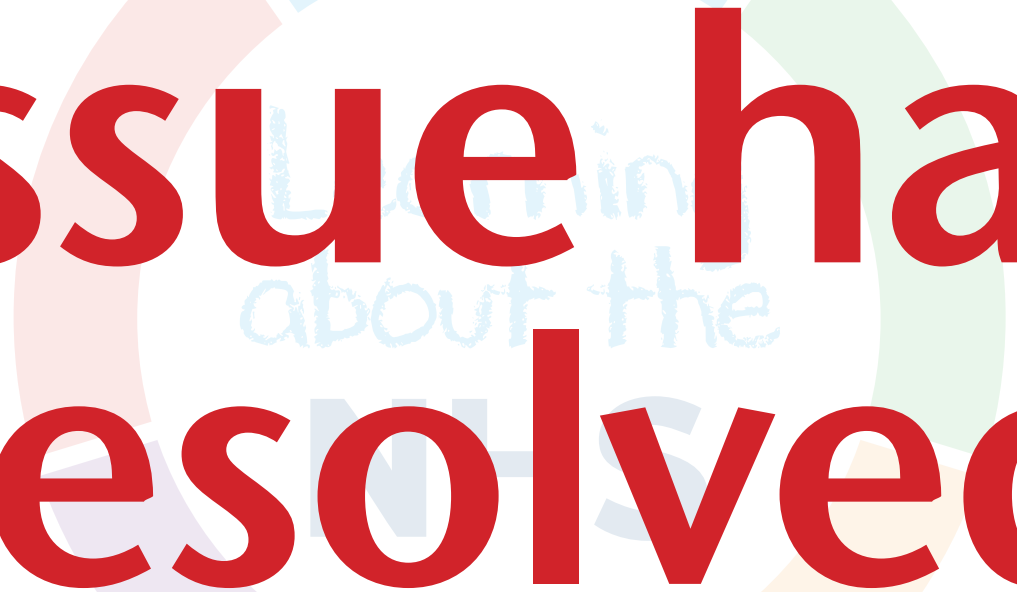
**Have I been asked
to make a return
appointment
to chat about test
results?**



Collect prescription



**Visit chemist
to get
prescription**



Issue has resolved

**Issues has not
resolved....
what are my
next steps?**