

# Why We Ask Questions at your GP Practice - To Help You the Best Way

**Sharing what's wrong helps us to help you more quickly**

**Both need to ask questions to get you the right care**



## Why do we ask questions?

Just like an ambulance call handler needs details to send the right help, your GP Practice team needs information to make sure you get the right care.

GP Practice Receptionists and Call Navigators aren't being nosy – they're doing their job. They work under the same strict confidentiality rules as your doctor.

Sharing a little information helps us help you faster and better.