

Active Signposting

We are a Signposting surgery!

At Central Surgery, we pride ourselves in being a 'Signposting Surgery"! This means that we utilize and make the most of all the services available to our patients in the local area.

We are at the forefront of Active Signposting – ensuring that we try to get patients to the right point of care. We have been recognised nationally for this and are really proud of our team!

What is Signposting and what does this mean to me?

Signposting is a term used to improve the patient journey by directing and triaging patients to the correct point of care at their first contact.

This means that whenever you contact the Practice, our Patient Service Advisors have all been trained to highlight all the different services that are available to you which may be better suited and tailored to your needs.

First Contact Plus is one of the organisations we work with. They cover many different areas that you may need support in such as:

- Physical Activity
- Improving Your Health
- Falls
- Feeling Safe
- Living Independently
- Money, Debt and Benefits
- Work, Learning and Volunteering
- Families and Relationships
- Your Home

If you are speaking to a Patient Services Advisor and you have a query that comes under any of the above, we can refer you to First Contact Plus!

Once you are happy to be referred to FCP, we will send a task to the FCP Team within the Practice, and you will be referred within a week or sooner.

You can then expect to hear back from FCP within the week sooner.

We also work with a range of services and professionals that we signpost to. Some of these are:

First Contact Physiotherapy

Community Pharmacies

Urgent Care Centre

Podiatry

Phlebotomy Services Mental Health Practitioner – Julie Blackett

Wellbeing Advisors lead by Sue Renton