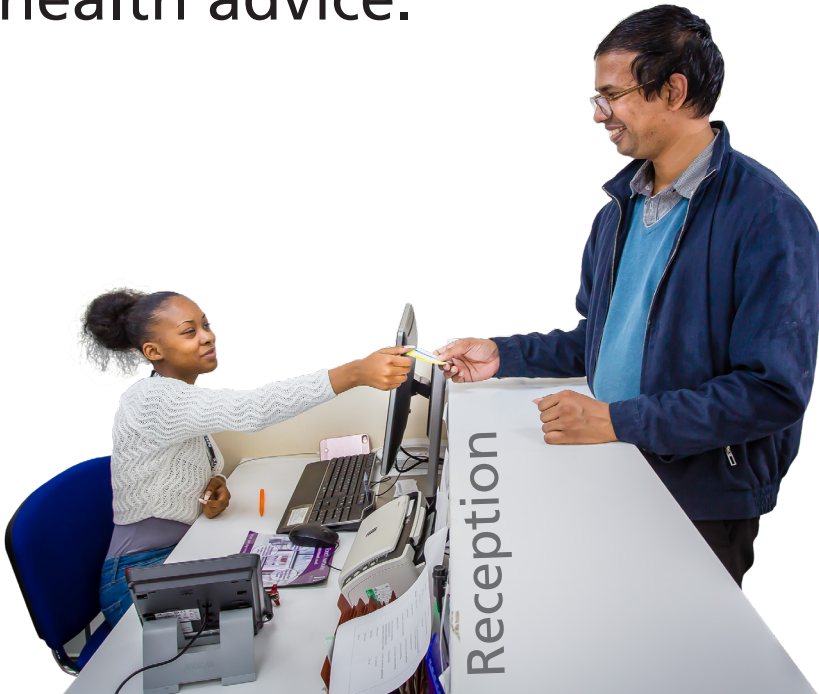


Easy read

Care Navigation

Your doctor's receptionist can help you see the right person when you or someone you care for is ill, hurt or needs health advice.





When you go to your doctor's the receptionist might ask you some questions about why you or the person you care for wants to see the doctor.



You don't have to answer all the questions but you should tell the receptionist something so they can help you. Your answers should be honest.



The receptionist might tell you the nurse can help or they might say someone else can help.



If you don't want to go to the doctor's you can telephone 111. This service can help you or someone you care for to get help. This phone call is FREE.



You can also find health advice and information on the internet at www.nhs.uk

This leaflet was written with the help of Healthwatch Cambridgeshire and Peterborough, and Peterborough Access Champions.



February 2019