

# Why do receptionists need to ask the reason for my call?

We have been asked to do this by GPs.

This means we can help you access the care you need.

Practices have access to a range of services to ensure you are seen as quickly as possible by the most appropriate health care professional.

**All members of the practice are bound by confidentiality rules:**

- Information is strictly confidential
- You can ask to speak to a receptionist privately away from the reception area
- If you feel an issue is very private and do not wish to share this, then your wishes will be respected

Help us to help you

