

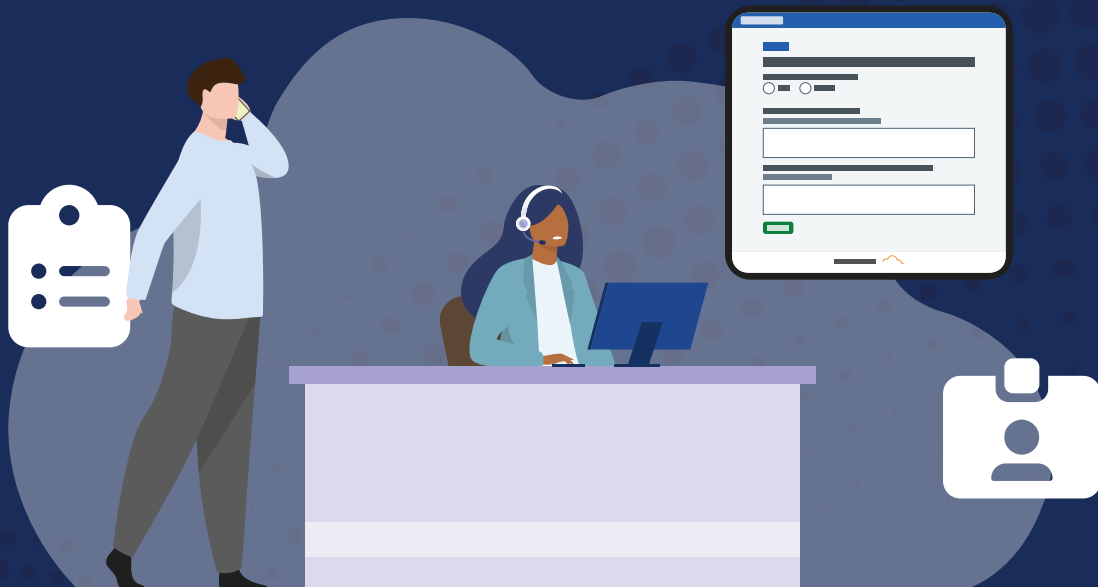
Your Care, **Your Choice**

We are improving the way you contact the surgery to make a medical request. You now have more options to submit the information required to get you to the right care.

Three ways to submit your request

You can now choose the method that works best for you. Every path leads to the same clinical review:

- 1 By Phone to our **new** Voice Agent:** Speak your request directly to our secure automated system to avoid waiting in a queue.
- 2 Online Form:** Fill out the request form on our website.
- 3 With Our Team:** If you cannot use the digital options, our receptionists will use the same form to record your details for you.



We're here to help. If you have any questions about these changes, please speak to a member of our practice team.