

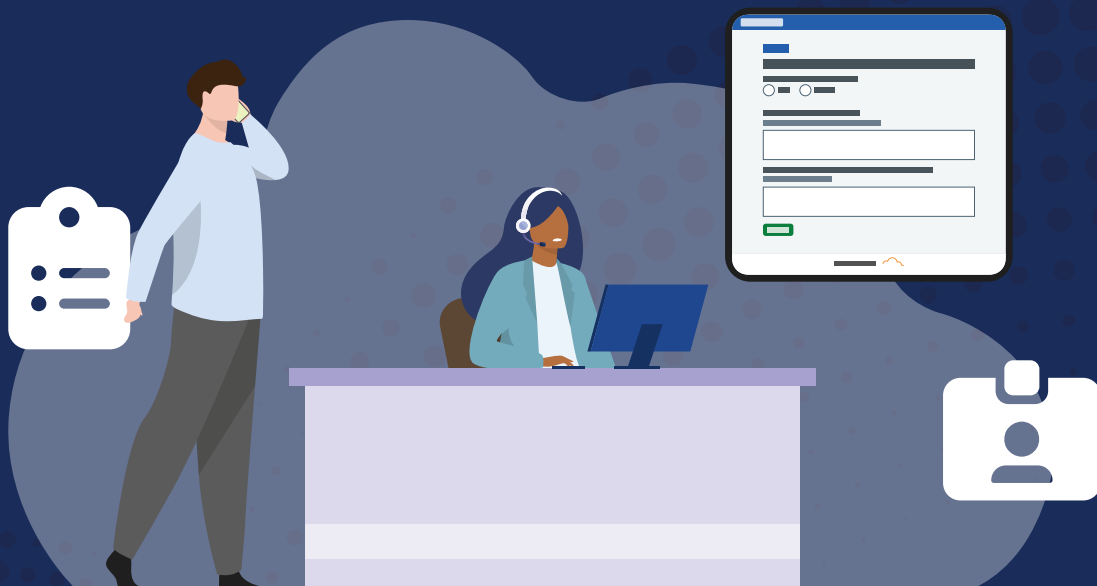
Your Care, **Your Choice**

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.

Helping you get the right care, without the wait

We know that calling the surgery can sometimes be a busy experience. To make it easier for you to reach us and get the help you need, we are introducing a helpful new tool called a **Voice Agent**.

What is the Voice Agent?

Instead of waiting for a receptionist, speak your request to an automated system. It securely gathers your details so our clinical team can help you sooner.

How does it help me?

- **No more waiting:** Submit your request immediately without staying in a phone queue.
- **Efficient Triage:** Your medical needs are assessed following the same high quality triaging process, whether voiced or typed.

Will I still be able to speak to a person?

Yes. If you find the automated system difficult to use, or if you simply prefer to wait and speak to a member of our team, you can still do so.



We're here to help. If you have any questions or concerns about using the Voice Agent, please speak to a member of our practice team.