

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.
- **Faster clinical review:** Your doctor gets clear, structured information right away, helping us prioritise your care.



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.