**Reception responses for Patchs Telephone assistant queries**

**What is Patchs Telephone Assistant?**

It’s the same as the usual Patchs online service but it lets you submit your request over the telephone using your voice rather than having to log on to Patchs and type your request manually. It allows you to telephone our GP practice without having to wait in a queue.

**How can I use Patchs Telephone Assistant?**

If you call the surgery as usual, listen for (and select) the option to leave a message with the Patchs Telephone Assistant, then follow the instructions and record your message. We will then review the request and get back to you as quickly as possible.

**Do I need to sign up to use Patchs Telephone Assistant?**

You do not need to sign up to use the Patchs Telephone Assistant. You just need to be registered as a patient at our practice and over 16 years old.

If you would like to access Patchs online, go to our website and select the option for Patchs.