The Patchs Telephone Assistant

At [practice name] we are always seeking ways to enhance your experience and provide seamless healthcare. We're thrilled to introduce the Patchs Telephone Assistant, which is designed to make your access to our GP surgery more efficient and less time-consuming.

### What is the Patchs Telephone Assistant?

The Patchs Telephone Assistant allows you to telephone us without the hassle of waiting in long phone queues. You leave a voice message detailing your request and without needing to wait to speak to a receptionist.

### How does it work?

* **Call the Practice:** Dial our usual telephone number.
* **Choose the Option:** Select the Patchs Telephone Assistant.
* **Answer a few questions:** Tell the system a few details such as your date of birth and name so it can identify you.
* **Leave Your Message:** Describe your medical request or concern.
* **We Take Over:** We review your message and get back to you as soon as possible.

### How does this help you?

* **Quick:** You don’t have to wait on hold.
* **Easy:** Just answer a few simple questions using your voice.
* **Accessible:** Ideal for those who find online platforms challenging.

We are excited about this new service and believe it will greatly enhance your experience with us.