



## Receptionist script for pilot

We've got a fantastic new online service that we're only offering to a few select patients first.

I think you'd be perfect to try it and give us some feedback?

You'll get a response quicker from a GP.

Just go to our website [give website address] and click on the PATCHS logo.

Register for PATCHS and submit your enquiry through there and the doctor will get back to you within a few hours.

[Let the patient respond]

### **If the patient has any questions, you can respond with:**

- It's the quickest and easiest way for you to get help from a GP
- You'll get a response in an hour or so without the need for an appointment
- You can do everything on there, prescriptions, consultations, sick notes, checking results etc.
- You can submit further requests on there in future without having to phone the practice and wait in a queue.
- If the doctor or nurse decides you need an appointment, they will see you ASAP.