



PATIENT PARTNER - AUTOMATED BOOKING SYSTEM

Make Appointments Anytime!

Patients can call to book a nurse, HCA, or request GP appointments and repeat prescriptions 24/7 using this cloud-based receptionist. During busy periods, the system relieves pressure on staff by handling calls and bookings efficiently.

How to Use the Service

- Call the practice **OR** directly dial **020 8090 0045**
 - If no appointments are available, all routine slots for the day have been filled.
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How It Works

1. Call the surgery number and listen for the new option.
 2. Select “0” for the Patient Partner option.
 3. Enter your Date of Birth and Telephone Number using the keypad.
 - Your phone details must be up to date for verification.
 4. Once verified, you’ll set up a six-digit PIN.
 5. Choose your preferred option:
 - Book a New Appointment
 - Cancel an Appointment
 - Check Outstanding Appointments and request repeat prescriptions
 6. If booking a new appointment, the system will find a suitable slot and offer it to you.
 7. Confirm the appointment by pressing the relevant key.
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Why Are We Introducing It?

- We’ve listened to patient feedback about lengthy call waiting times.
- This new system enables appointment bookings through an automated service, **so** you no longer need to wait to speak with a receptionist.

