



NHS



**There are three
ways to get in
touch with us
at this surgery**

**Use an online form on our website,
call us or visit us.**

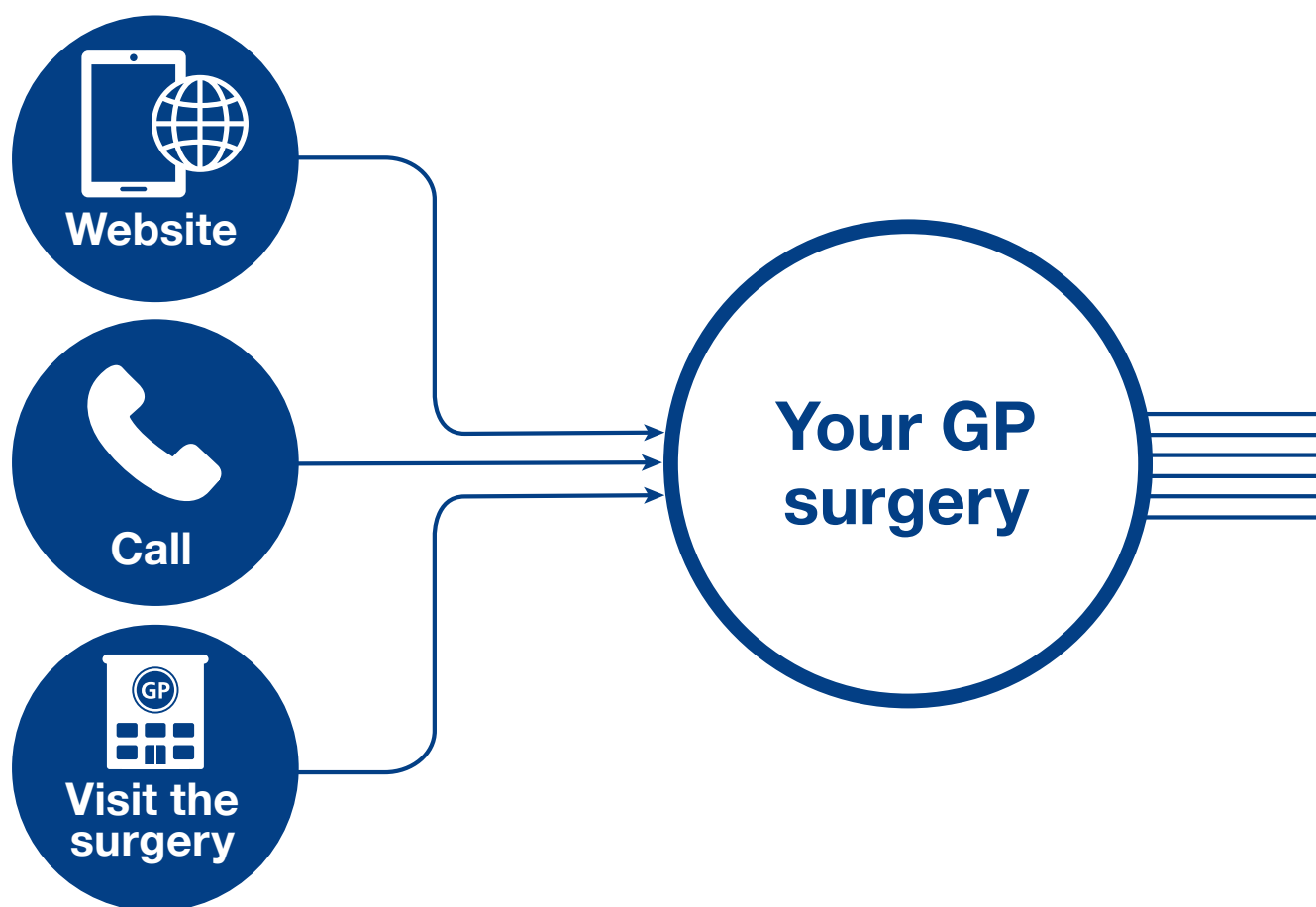
**Your
health
matters**

**Help us
help you**

The best ways to reach us

It's no secret that our surgeries have been busier than ever. That's why there are now more ways to get in touch with us.

You can now use an online form on our website to request an appointment. Just answer a few questions, click send, and we will work with you to ensure you get the help that's right for you. And, as always, you can choose to contact us by phone or by visiting us.



Help from your local pharmacy team

Your local community pharmacist and their team can help and support with minor illnesses. As dedicated, qualified health professionals, and experts in medicines, they can offer clinical advice, consultations and over the counter medicines to help safely manage a wide range of minor health concerns. Many pharmacies also offer a range of new NHS clinical services including blood pressure testing.

Getting back to you

However you choose to get in touch with us, our dedicated medical team will respond based on your unique circumstances.

They will help you with the next step of your care, tailored to your needs: it could be a face-to-face appointment, a phone or video consultation, or a simple text or email message. These can be more flexible and often mean we can help you sooner.



For urgent medical help

If you have an urgent medical problem and you're not sure what to do, NHS 111 can help. Go online to **111.nhs.uk** or call **111**.

For life-threatening emergencies, dial 999.



Help us, help you

When you get in touch, we'll ask you what you need help with. We will use the information you give us to choose the most suitable doctor, nurse or other health professional to help you.

If you need help with your appointment

When requesting care, please tell us:

- If there's a specific doctor, nurse or other health professional you would prefer to respond
- If you would prefer to consult with the doctor or nurse by phone, face-to-face, by video call or by text or email
- If you need an interpreter
- If you have any other access or communications needs.

We will always do our best to support you.

For more information, visit the surgery's website or speak to us next time you're in touch.

This leaflet is available in alternative formats and languages. Contact your GP surgery for more information. Braille versions can be requested via england.pccomms@nhs.net.

Please follow Coronavirus infection prevention measures when visiting the surgery.

Your
health
matters

Help us
help you