



**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.**

Large print version

Your
health
matters

**Help us
help you**

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Help Us Help You – Your health matters
Information from the NHS.

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.

Getting back to you

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

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

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.

Visiting us

Please follow Coronavirus infection prevention measures when visiting the surgery.

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 less serious concerns. Many pharmacies also offer a range of new NHS clinical services, including blood pressure testing.

For urgent medical help

If you need urgent medical help when your GP surgery is closed and you're not sure what to do, use **NHS 111** online ([111.nhs.uk](https://www.111.nhs.uk)) or call **111**.

You can also contact **NHS 111** by **NHS 111 British Sign Language (BSL)** interpreter service via [111.nhs.uk](https://www.111.nhs.uk) or by text relay on **18001 111**.

For life-threatening emergencies, go to your nearest A&E or call **999**.

If you are deaf, have hearing loss or speech impairment, you can text the emergency services on **999**, but you need to register your phone in advance. To find out more, go to emergencysms.net

This leaflet, ‘There are three ways to get in touch with us’, is available in alternative formats and languages. Contact your GP surgery for more information. Braille versions can be requested via england.pccomms@nhs.net

Help Us Help You – Your health matters

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