

Some useful tips when using the service:-

- Medwyn Surgery works on a triage system for all urgent appointments and home visits. To book a triage slot, press 2 at step 2. You will be asked to verify who you are by entering your telephone number and date of birth using the push buttons of your phone. Your details will then be entered into the duty doctor's book who will telephone you before midday that day.
- When **choosing the** doctor to make an appointment with, please listen carefully to the prompts to ensure you book with your doctor of choice.
- When using the system to **book** your appointment, press 1 to select the first appointment or press 2 for the next available appointment.
- Please make sure your contact details are up to date. You can get a change of address / telephone number form from reception or leave a message in Patient Partner.
- If at any time you need to leave the automated system, please listen carefully to the options given to you at the end of

each menu. One of these will be the option to speak to a receptionist.

- When the surgery is closed only the automated GP appointment booking facility is available.
- There may be pauses – please do not assume you have been cut off but continue to hold.

Many thanks to Robert and Jane Blackadder for their valuable contribution to this leaflet



How to book your appointment using Patient Partner

This is a short guide that gives you details of the prompts that you will hear when calling Medwyn Surgery and using Patient Partner, the automated telephonic system.

Patient Partner allows you to book, cancel or change and appointment any time of the day or night, 7 days a week.

It also allows you to book urgent telephone consultation with your doctor who will call you back and assess your medical requirements.

To access Patient Partner, call Medwyn surgery on 01306 883 816 and all patients should then press option 1.

Overview

