



Help us, help you

When requesting care, whether online, by phone or in person, it helps us if you explain what's wrong. This ensures you get the care you need at the right time from the right person – for example, the doctor or nurse who normally treats you. It also helps our medical team to prioritise those who need care most.

If you prefer not to say what's wrong – for example, when talking to our reception team – they will always respect your privacy. However, it's an important part of their job to ask, so thank you for your support with this.

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

Please follow Coronavirus infection prevention measures when visiting the practice.



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

Use our convenient, secure online form, call us or visit the practice.



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 a secure online form on our website. Just answer a few questions, click send, and we will ensure you get the help and support 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, or a simple text message inviting you to come in for a blood test, for example.

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.

For urgent medical help

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

For life-threatening emergencies, dial 999.