**Patient Partner – What is it?**

Patient Partner is the new automated way of booking, cancelling or checking your own appointments at your surgery. You call in to the surgery as normal, and choose the option from the menu to use the Automated Booking Service. Patient Partner will give you useful options to ensure you get an appointment to suit your needs.

One of the main benefits to you is that you are able to call the surgery at any time – even when it’s closed!

You can use Patient Partner to cancel an appointment, or you can call in to check the time of your appointment.

**Now you can book, cancel and check your own appointments, any time, night and day!**

If you have any comments or feedback about Patient Partner:
Call: 0116 232 4643
or
Email: feedback@voiceconnect.co.uk
Patient Partner – So how do I use it?

All you need to enable you to use this new technology is a touch-tone telephone and details of your contact telephone number and your date of birth to hand.

When you call the surgery, choose option 1 on your telephone, and follow the simple instructions.

Remember – You can call in to the surgery 24 hours a day, 7 days a week.

You need to make sure that you regularly update the surgery with any new contact phone numbers – home and mobile. This will give you faster access to your surgery.

It’s simple – just listen and follow the options given to you.

What details do I need?

You will need your date of birth to hand.
Write this here for reference.

You will need your contact telephone number.
Write this here for reference.

Now you can book, cancel and check your own appointments, any time, night and day!

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