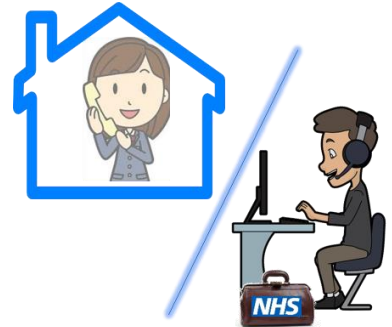


# Telephone Appointments with our surgery

A quick guide for our patients



## Why choose it?



You can still have an appointment and we all can be socially distanced and safe



It can save you time and money



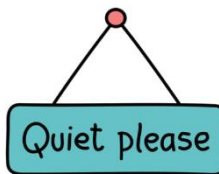
All in the more relaxed setting of your choice

Note: Not all appointments are appropriate over the phone. Face to face appointments will be offered where this is the case.

## What you need



A charged up phone you are familiar with



A quiet place where you won't be disturbed



A good phone signal

See over for more guidance .....

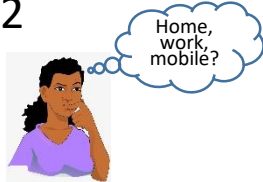
## Setting up

1



Appointments will usually be arranged over the phone (01246 412242)

2



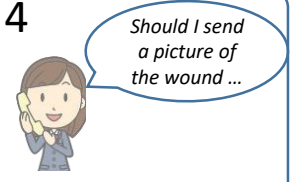
Be prepared to say which phone number to contact you on

3



Make a note of the day and time (usually am or pm) in your diary

4



Tell them if you are going to send pictures or copies of letters etc via eMail

## Before the appointment

5



Choose a nice quiet setting where you won't be disturbed and the phone signal is good.

6



Make a list of your symptoms and or questions

7



Decide if you want someone with you to help you remember what to say and what you are told

8



Send any pictures etc via eMail to [submissions.dronfield@nhs.net](mailto:submissions.dronfield@nhs.net)

## On the day

9



Make sure you can hear the agreed phone and by your chosen setting

10



Have a notepad ready or other way to take notes.

11



Be prepared to provide some personal information to confirm identity

12



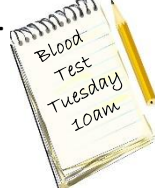
Don't be afraid to ask if you do not understand or did not hear clearly.

13



Make sure you have covered everything on your list

14



Be sure you know what should happen next – and when. Write it down.

## And after ....

15



Look out for appointment letters & eMails, collect prescriptions and please, keep safe and follow any advice!