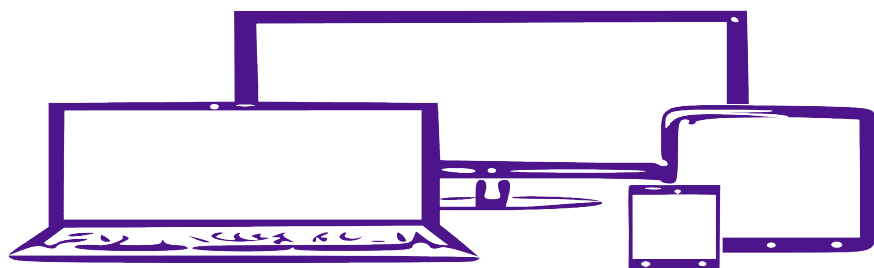


## Welcome to eReception.

This is your Practice's new web-based tool, enabling you to tell us what you need, when you need it.

Let us know about a medical need, request a nurse appointment, request a prescription or your test results - whatever the reason via desktop, mobile or tablet.

**This service is available 24hours 7days a week**



***“No need to wait on the phone to speak to the reception— go online to eReception on our website for all your needs”.***

Simply go to our practice website and click on the eReception link.

## How to access and use eReception

- Get on the internet and go to your practices official website.
- Click on the link for eReception
- Read the introduction and fill in your details
- Select the best option for your query
- Complete as much detail as you can where asked this is to help your practice get the best person to deal with your problem or query.
- Once you have completed the details click on submit and your enquiry will be sent to your practice.

When your practice reviews your submission they will pass the information to the best person to deal with your enquiry.

Most week days your practice will reply to you by Text, e-mail or telephone so make sure that you put your latest contact detail into the form.

Submissions at weekends / national holidays will be dealt with on the first working day after the weekend or holiday period.

**This service is for non urgent enquiries only.  
If you enquiry is urgent please call 111 or 999**