

Frequently asked questions

Our AI Telephone Assistant answers your call, listens to what you need, and securely passes it to our clinical team, so we can help you faster.

Why are we using it?

We receive a high number of calls, especially during busy times. The system helps us:

- Answer more calls without long waits
- Reduce engaged tones
- Identify urgent requests quickly
- Collect accurate information for clinicians
- Free up staff to support patients who need extra help

Is my information safe?

Yes. The system meets NHS data protection standards and follows UK GDPR. Your information is handled securely and confidentially.

What can it help with?

The AI gathers information so our team can review and respond. It can assist with:

- Appointment requests
- Medical queries
- Pharmacy First referrals
- Prescription enquiries
- Fit notes
- Test results
- Administrative questions

Is it replacing reception staff?

No. Our reception team remains a vital part of our care. The AI supports them by handling routine requests and gathering information.

Can the AI see my medical records?

No. The AI does not have access to your medical records and does not hold any information after the call ends. It only passes on what you choose to share, which is added to our clinical system for our team to review.

Can I still speak to a person?

Yes. You can ask to be transferred to a receptionist at any time during the call, though there may be a short wait.

Does it make medical decisions?

No. It does not diagnose or make decisions. It collects information for our clinical team to review.

Why do you ask detailed questions?

To help us understand your needs, identify urgent symptoms quickly, and make sure you receive the right care at the right time.

What patients are saying

"It picked up straight away, no more 8am redial."

Patient, age 62

"Felt natural to talk to and my request was sorted the same day."

Patient, age 34

"Reassuring to know a real clinician still reviews everything."

Patient, age 71

