We're here for our patients, as we have been throughout the pandemic, but please consider if we are always the best option

Our key message remains, **please seek medical help if you are concerned about your health,** but remember **your GP may not always be the most appropriate 'first port of call'.**

On Monday of this week we had over 300 eConsult and telephone contacts with patients as well as lots of admin. and prescription enquiries. Our GPs, nurses, reception and office staff dealt with the vast majority of these on the day and, we hope, kept those for whom a response would take a little longer, informed.

Our team is here for all our patients, but in order for us all to become a more resilient community and to ensure that our clinicians continue to have the capacity to help everyone who needs them promptly as we head towards the busier winter months, please remember your pharmacy is a great source of help and advice and we ask you to check out other options too.

Phio: for muscle and joint problems
- Phio is a new, NHS-commissioned, **online physiotherapy assessment** app – available to all our patients. It's safe and secure, and if you need hands-on treatment, a referral or if you appear to have a condition that requires urgent attention – it will tell you. The web address is **www.circlehealth.eql.ai** *(this link only works with Google Chrome currently.)* The link is also on our website (Online Services and News pages).

NHS One You and Better Health
- **www.nhs.uk/live-well** and **www.nhs.uk/oneyou** are great collections of information, advice and links to other services to help you with concerns about your mind or your body. You can find support for improving your sleep or mood, losing weight, eating more healthily, quitting smoking, drugs or other destructive habits, and there is even an on-line health check: **https://www.nhs.uk/oneyou/how-are-you-quiz/**. It won't give you all the answers but it will help point you in the right direction.