

Practice voicemail message guide

The following text has been developed to use as your voicemail message:

- Thank you for calling <state practice name>. We are here to help you. We are open Monday to Friday 8am - 6.30pm
- We are closed for Christmas and new year from:
 - 6.30 pm on the Friday 24th December until 8am on Wednesday 29 December; and
 - 6.30 pm on the Friday 31st December until 8am on Tuesday 4 January
- At other times if you **urgently** need to speak to a GP:
 - Please call the GP hub booking hotline on 020 3770 1888 between 8am and 8pm every day or by calling NHS 111 at other times.
 - At other times please call 111.
- You can also visit 111.nhs.uk or call 111 if you don't have online access, for help and advice.
- Many local pharmacies are open every day.
- If you or someone you live with has any of the main coronavirus symptoms please stay home and visit nhs.uk/coronavirus or call 119.

Practices are asked to monitor bypass numbers 8am - 6.30pm and inform your PCIL of any change

