

Making the Most of Your Time with the GP

We know that appointments can sometimes feel a bit rushed. That's why we're using a new tool called **Heidi** - a secure AI assistant that helps us take notes during your consultation.

How does Heidi work?

Heidi quietly listens during your appointment and creates a written transcript. This allows your GP to focus fully on **you** and the conversation - not the keyboard. After your appointment, your doctor carefully reviews the transcript to ensure it's accurate and complete.

Your privacy is our priority.

No recordings are stored after the consultation

Heidi doesn't make any decisions - your GP remains fully in control

If you'd prefer not to use this tool, that's absolutely fine. **Just let your GP, Pharmacist or ACP know at the start**, and we'll switch it off

Your Appointment

We want your appointment at the practices to be as smooth and supportive as possible. Whether you're coming in for a routine check-up or something more specific, our team is dedicated to providing safe, personalised care.

Here's a quick guide to help you prepare and know what to expect during your appointment.

Preparing for Your Appointment

To help you get the most out of your time with the GP, it's helpful to come prepared with:

A clear **list of your symptoms**, including **when they started** and **whether they've changed** over time

Any **photos** (e.g. of rashes or swelling) that might help us understand the issue

For high blood pressure concerns: please bring **at least a week's worth of readings**, if available

A list of **questions or concerns** you'd like to cover

We kindly ask patients to focus on **one main issue per appointment**. This helps ensure we can give each concern the time and attention it deserves. If you have several issues, we're happy to arrange follow-up appointments.

We're Here for You

Our goal is to make every appointment feel calm, respectful, and tailored to your needs. If you have any questions before, during, or after your visit, don't hesitate to ask. We're always happy to help.