

MEET “JACKIE” – OUR NEW DIGITAL RECEPTIONIST

COMING FROM 13TH MAY 2026

To help reduce call waiting times, Deddington Health Centre is introducing Jackie, a digital receptionist who will support our patient services team by answering phone calls.

The fastest way to access the practice is via our online services. If you are unable to do this Jackie will complete a form in the same way as our receptionists.

Jackie helps with administrative tasks including:

- *Requesting GP appointments*
- *Handling sick note (fit note) requests*
- *Collecting information to pass to our team*

Jackie will ask you a few simple questions and pass the details securely to our staff.

Important:

- Jackie does not give medical advice or make clinical decisions.
- Everything you tell Jackie is reviewed by our staff before any action is taken.
- You can ask to speak to a receptionist at any time.
- In a medical emergency, hang up and call 999.

Your call is recorded securely and shared only with our practice team to support your care.

This service is part of our commitment to faster access and better patient care.