

Suggested script for voice message patients on hold

'Calling about a bone, joint or muscle problem?

You can now see a specialist physiotherapist here at [INSERT NAME OF PRACTICE] instead of the GP.

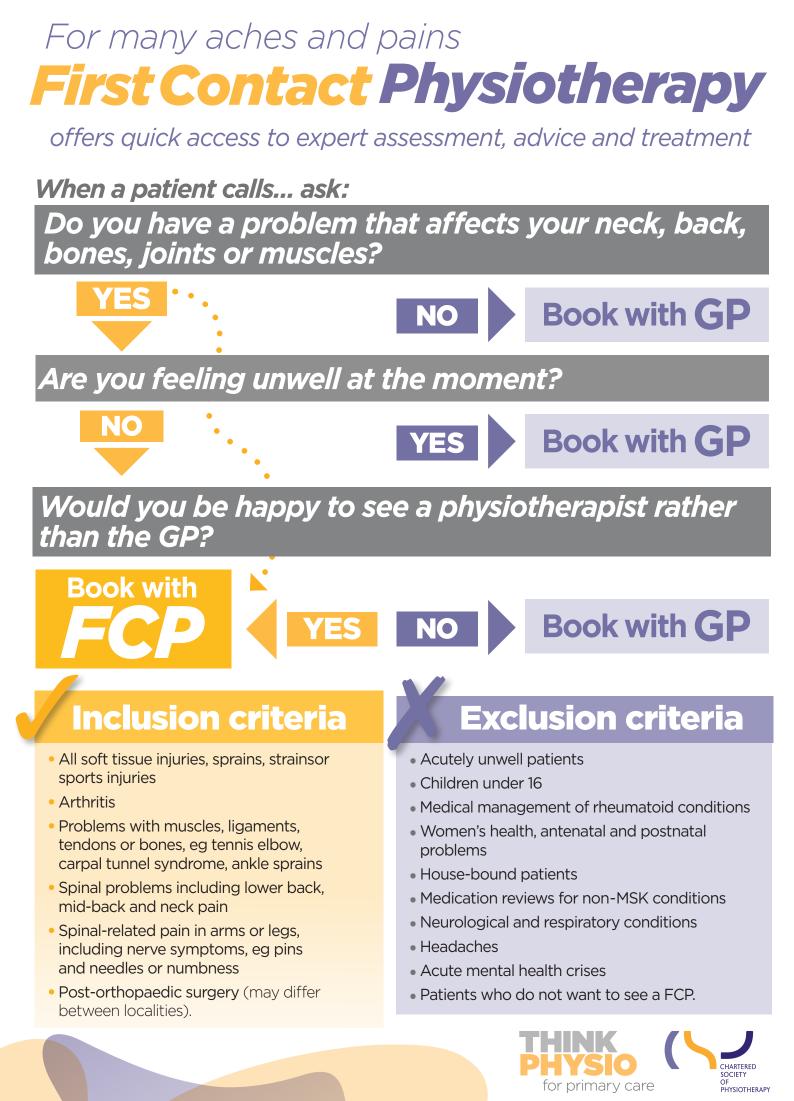
'This gives you faster access to expert diagnosis and you'll leave with the advice and exercises you need to start tackling the problem.

'The physio can also refer you on to hospital services where necessary, order tests and write prescriptions.

> *'Nationally, just 5% of patients choose to see a GP afterwards and 96% would recommend the service to friends or family.*

> > 'Speak to the receptionist or look on our website to book an appointment with our specialist physiotherapist.'





^{*}Above criteria subject to change, correct as of xx/xx/xxxx