

Last Updated: Thursday, 17 October 2024

### **Important information about our telephone system upgrade**

On 5th November 2024 we will be going live with a new telephone system offering an improved patient experience.

Our phone number will stay the same but the message you may be used to hearing when you call us will change.

All phone calls will be recorded for training and quality purposes. This applies to both incoming and outgoing calls.

The new system will have a call-back function. Choosing the call-back option will keep your place in the queue and automatically call you back when you reach the front of the queue. Please make sure you are by your phone and able to accept the call. This option will become available if your current position is 5th or more in the queue.

When we have reached our safe working limit for the day, the waiting message will inform you that there are no more appointments left. This is referring to GP appointments only, if you are calling for something else, such as a prescription enquiry or appointment with a nurse, stay on the line. If you are unwell and feel you need same-day medical attention, please call 111 or stay on the line and our Reception Team will discuss your needs with you.

The phone lines are usually very busy first thing in the morning with patients requesting GP appointments. If you need to contact us for anything else it is best to call us after 10am when the lines are a little quieter.