

The New Way To Be Seen

NEW -Telephone Options

We respectfully ask that patients avoid telephoning the surgery between 8.00am and 9.00am unless they are requiring a Home Visit or Urgent appointment as this is a very busy time in the surgery.

Option 1

Same day/urgent appointments & Home Visits Line is open from 8am to 6pm (ensure your Home Visit is requested by 10.30am)

A short message will follow.

*“As you are ringing for a same day/urgent appointment you will be asked you for a brief outline of your problem, in the first instance you may be offered an appointment with our **Duty Team** if appropriate.”*

We would like to reassure you that any information is always kept confidential.

Option 2

Routine /non urgent appointments Line is open from 9am to 5.30pm

You will **NOT** be able to make an appointment over the telephone before this time, our staff will ask you to call back at or after 9am

Option 3

Prescription enquiries Line is open from 11am to 2pm

You will **NOT** be able to use this option outside of these times.

We do **NOT** take prescription requests over the telephone.

Option 4

Test results Line is open from 11am to 4pm

You will **NOT** be able to use this option outside of these times

Option 5

Any other queries Line including sick notes, referrals and insurance reports is open from 9am to 4pm

Choose this option if one of our staff has left you a message to call the surgery

You **cannot** make appointments through this option

You **cannot** make enquiries for prescriptions through this option