



**The way your calls are answered is changing from 06 June.**

**25<sup>th</sup> May 2022**

Dear Patients,

We have listened to your feedback and are making changes that are designed to help those needing medical support get help faster. The first hour our phone lines are open is the busiest of the day, mainly patients are calling to make appointments, but there can often be routine enquiries that take longer to resolve.

From Monday 06 June between 08.30 and 09.30 every day we are only able to answer calls about appointments (booking/cancelling/checking etc.).

All reception staff will be answering the appointment line and will be unable to answer other enquiries, this is to allow those with urgent medical needs to get through to the team quickly.

From 09.30 the general enquiry line will open and some of the reception team will then be able to help with other queries (prescriptions/referrals etc.).

Please listen carefully to the phone options when you call to make sure you get through to the right team.

The reception team will be doing everything they can to make this change positive for all our patients, and we are confident that this will make a better service for everyone.

The Glebe Surgery