



### **CHANGES TO PHONE ACCESS FROM 1ST JUNE 2023**

From Thursday 1st June the main telephone lines to the Glebe Surgery will be closed between 1pm and 2pm on a Monday, Wednesday and Friday, however the practice will remain open for emergencies during this time.

This will give staff an opportunity to catch up with urgent tasks from the morning clinics and allow time to meet and discuss complex cases. Learning events, updates on policies and processes will be discussed so that we can ensure that the care our patients receive is appropriate and safe.

During this time our doors will be open. For all general enquiries, including those patients need to speak to the duty doctor, please phone before 1pm or after 2pm and speak to a receptionist.

If the issue is truly urgent a member of the Glebe team will be available to speak to you on the phone between 1pm and 2pm.

As always thank you for your ongoing understanding and support.

The Glebe Surgery