

IMPORTANT PATIENT NOTICE

Introducing Callback Focus Time to serve you better

Since we introduced our digital appointment booking system in July 2023, we've been grateful to see so many of you embracing online access. However, we want to be open with you: overall contact into the surgery has grown, and our receptionists are now managing both incoming phone calls and a growing number of online requests simultaneously.

This means that while our team works hard to answer your calls, they have very little uninterrupted time to process appointment requests and call patients back with availability. We want to change that and we need your help to do it.

DAILY CALLBACK FOCUS TIME **10:00 - 11:30 AM and 03:00 - 04:00 PM**

Every weekday, we will not take requests for appointments on the phones during this time.

During this dedicated time each day, our reception team will focus entirely on returning calls and processing appointment requests without interruption.

This will allow us to reach more patients, more efficiently, every single day.

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If you need to contact the practice during this time, here are your options:

NHS App

Manage your appointments and requests quickly and easily through the NHS App

Our Website

Available Sunday midnight to Friday 6:00 PM.

Book appointments, submit requests, and more at any time that suits you.

Our phone lines will be fully available through the rest of the day. Our team will be happy to assist you.

We greatly appreciate your understanding and patience as we make this change. Booking online is our preferred method and helps us help everyone more quickly - if you haven't tried it yet, we'd warmly encourage you to give it a go.

Thank you for being part of our practice community. Every small change helps us care for you better.

Questions about online access?

Ask at reception and we'll be happy to help.