



Our new system will provide you with options to contact certain staff directly and more quickly, rather than waiting in a queue:

Reception: for appointments, general queries etc

Secretaries: for help with queries about referral letters, hospital appointments etc

Prescriptions clerk: for help with prescription and medication queries (orders for routine repeat prescriptions are not taken over the telephone)

Admin staff: for results of investigations (option to speak to staff after 3pm)

Certain key staff will have their own voicemail boxes, so that you can leave a message if they are busy on another call, allowing them to return your call when they are free.