



## **Patient Participation Group (PPG)**

### **INFORMATION FOR PATIENTS – Telephone System**

**The main telephone number for all three surgeries is 01825 732333 and the phone lines are open on Mondays to Fridays from 8.00 a.m. until 6.30 p.m.**

**The following options are available when you ring in:**

- 1. To cancel an appointment**
- 2. To book an appointment through a receptionist**
- 3. To order a repeat prescription**
- 4. To speak to the dispensing team**
- 5. To speak to the care home dispensing team**
- 6. To speak to the Pharmacy – closed between 1-2 p.m.**
- 7. To book a vaccination appointment**

**When you ring in, if you are 15<sup>th</sup> to 80<sup>th</sup> in the call waiting queue you will be offered an automated call back. This means you do not have to wait on the phone. Your position in the queue will be reserved and as soon as you reach first place you will receive an automated call back from one of the reception team. It is important that you stay near your phone to receive this call. The system will try and call you twice, but if you have an answer machine, a message will be left, and a second call will not be made.**

**A dedicated cancellation line has been introduced if you need to cancel an appointment. This is option 1. It is, however, not possible to re-book an appointment on this line and you will have to ring in again to do this.**

**If you hear an engaged tone when you ring in this is because there are already eighty callers waiting in the queue. Please ring in again.**

**When you are offered an appointment, the receptionist will tell you which surgery can meet your requirements and therefore which you will be asked to attend. Although they will try their best it will not always be possible to offer you your preferred choice.**

**All incoming and outgoing telephone calls to and from the practice are recorded for training and monitoring purposes.**

**Please note; East Hoathly Surgery has its own dispensary - 01825 725404 - phone lines open from 10.30-13.00 and 1400-17.30.**

**You can now book an appointment online. At 7.00 p.m. every Sunday to Thursday some telephone appointments will become available. To book one of these please look at our web site or access your NHS App.**

**A new appointment booking system will be introduced soon and more news on that will be shared asap.**

Martin Ensom February 2024