



PRACTICE NEWS - IMPORTANT UPDATE

We are pleased to announce that our RJ Mitchell and Waterhayes sites telephones will be moving onto our Group platform as of the 18th April 2019. This will enhance the site by connecting the team members handsets as extensions to the rest of our Group Sites and offices, giving them quicker and easier access to all of our Clinical and support staff across the organisation. Also all calls into the practice will be logged onto our Primary Care navigation system and then answered by our Patient Contact Centre Team.

As a result of this update there will be the following changes to bring the branch into line with our other Surgery sites:-

1. New telephone number **0300 365 0002** (should you ring the old telephone number by mistake you will get a recorded announcement detailing the new number to call)
2. **Extended** Telephone access hours:- Monday-Friday 8.00am - 6.30pm including Thursday afternoons
3. The **hour between 8.00-9.00am is protected exclusively** for patients requesting an urgent same day appointment (please note you will not be required to call at 1pm for an afternoon appointment).
4. If you are calling the surgery for a sick note (med 3) or for test results, you will need to call after 11am.
5. If you are calling to book a pre-bookable routine appointment or a pre-bookable telephone consultation you should call after 9.00am
6. Pre-bookable routine appointments are also available to book online
7. Please note that the surgery reception will continue to open at 8.30am and therefore same day appointments may be limited if you choose to go to the surgery in person.

If you have any questions please speak to one of our team

Thank you - Loomer Medical Group