**We would like to remind all patients that our telephone options have changed.**

**It is very important that you listen carefully and select the correct option to ensure that your call is dealt with in the quickest timeframe.  Please also ensure that you don’t request more than one callback, as this causes delay in answering calls.**

**As of Wednesday 26th June 2024, we will be transferring your call to the correct queue if you have selected the incorrect option – this could therefore affect your ability to get an appointment, as any transferred calls will be put to the back of the queue.  The list of options is below:**

**From the main line:**

For appointments, please press 1 (this then provides further options, detailed below)

For test results, please call after 2.15pm and press 2

For prescription queries, please call between 9.30am and midday or between 3pm and 5.30pm and press 3

For Dermatology, please press 4

For Audiology or the District Nursing Team, please press 5

**Once you have selected Option 1 for appointments, further options are available to you:**

If you are calling to speak to Audiology or the District Nurses, please press 1.

If you are calling to leave a message to cancel an appointment, please press 2.

If you are calling to make a nurse, Health Care Assistant or blood test appointment, please press 3.

If you are calling to make a doctor or Advanced Care Practitioner appointment, please press 4.

If you are not sure which option you need or you have a general enquiry, please press 5.