

## **St Lukes and Botley Surgery**

### **Part of The Living Well Group**

#### **Patient Communication Up-Date regarding our Telephony Service**

As part of the ongoing review of our services we have been focusing on our main telephony operating hours and in order to streamline our service in line with our partner practices and maximise the use of our reception resource we shall be operating as follows from: **1<sup>st</sup> May 2018:**

Access via telephone to our same day / urgent care service should be made during the following times:

|             |                               |
|-------------|-------------------------------|
| Monday:     | 08.00 – 11.00 & 14.00 – 17.00 |
| Tuesday:    | 08.00 – 11.00 & 14.00 – 17.00 |
| Wednesday : | 08.00 – 11.00 & 14.00 – 17.00 |
| Thursday:   | 08.00 – 11.00 & 14.00 – 17.00 |
| Friday:     | 09.00 – 11.00 & 14.00 – 17.00 |

**During the lunch period 12.00 – 14.00 our main surgery telephone will be closed.**

It is common practice and indeed, most of the local surgeries do close the telephone lines over the lunch period. This enables the reception and clinical team to consolidate and provides a defined break between morning and afternoon - we have been experiencing a merging of these two sessions (morning / afternoon) which causes inefficiencies and we are trying to re-introduce this definition.

**In the event of urgent telephone access being required to the surgery between 12.00 & 14.00 please use the following number: 07732 697546**

Our routine GP appointments continue to be released at 9am daily (for 7 days in advance).

Our telephone lines still remain open each day until 6.30pm for general enquiries. Please note enquiries following recent tests or investigations should be made after 2pm.

**St Luke's surgery doors will remain open between 08.00 (9.00 Fridays only) and 18.30**

Thank you for your understanding and co-operation