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# Bridge Surgery Newsletter August 2012



## Our Telephone System

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**Did you know that our receptionists answer over 300 telephone calls in an average day? This equates to a call every two minutes although unfortunately they are not spread evenly throughout the day!**

**The doctors call back approximately 60 patients in an average day and the cost of this is rising rapidly as many of the calls are made to mobile numbers.**

**To reduce pressure on the phone system it would be helpful to everyone if you could bear in mind the following points:**

- The phone lines are busiest between 8.00am and 9.00am and at 11.00am when the on-the-day appointments are released. If you do not wish to make an on-the-day appointment please try to avoid ringing at these times. Our telephone lines are open throughout the day from 8.00am – 6.00pm.
- If possible please ring after 12 noon (Mon – Thurs) for test results.
- Please be patient. The receptionists endeavour to answer and deal with calls as quickly as possible but there are certain times of the day when the volume of calls exceeds the capacity of the telephone lines and the receptionists available to answer the calls.
- Use the direct line for the District Nurses (740934) and Health Visitors (740933) based at the surgery. Answer machine available to leave a message on.
- Please use the correct telephone number when phoning the surgery.

Appointments/Visit Requests: 563451    Enquires: 563631

- We frequently get telephone calls asking for other phone numbers. Useful numbers to make a note of or input into your mobile phone include:

Hill Street (for blood test appointments): 492860

Queens Hospital: 566333

Patient Transport (eligible patients only): 0333 240 0265

Dean & Smedley Family Pharmacy (Stapenhill): 564800

Stapenhill Pharmacy (St Peter's Street): 518976

GP 'Out of Hours' Service (Badger): 0300 1 30 30 30

<b>Please pick up a card with all the above numbers listed so you can ring direct next time!</b>
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