

Wellington Practice News

Telephone System soon to be replaced

We are extremely pleased to announce with the support from the Frimley CCG, that we will shortly have a new telephone system installed. Our current system has not been the best to support patients access GP support hence the reason the upgrade.

We really hope it makes a difference as you will be able to select options depending on what you need from us be it appointments or prescription queries for example. It will also feature things like a queuing system with better information on your queue progress with regular announcements. It also means you won't have to hang on if you don't want to, it will have an automatic call back facility keeping your place in the queue providing you are able to answer the call when we do call back.

The system will require a completely new number as we separate ourselves from the Centre's main system and this has been something we could not control. However, there will be a three-month period to allow the old number to continue to put your call through whilst you change your own saved numbers. But it will mean there will be a cut off date when the old number will no longer work.

We very much hope this improves our processing of telephone calls and at the same time allow us to include additional functions in the future.

Please do bear with us if technical issues arise, the process should transfer smoothly. Further information will be communicated as we move towards the upgrade date. For more information always refer to our website news page at

<https://www.wellingtonpractice.co.uk/news-announcements/> or snap the QR code below



Benefits

Responsive queuing system

Call back function

Improved monitoring of call volume

Future proofed

Modern and flexible

More informative for patients

If anything is life-threatening, please immediately dial 999 now