

**CHANGES FROM 1ST MAY 2022**

The following changes will take effect from 1st May 2022:

* Appointments will be offered for both patients calling the Surgery, and those coming into the Surgery from 8am. Reception opens at 08:00am and will be able to make appointments for those queueing prior to this.
* For online bookings, appointments are released from 8pm for the following day.
* For general enquiries and routine pre-bookable appointments, please contact the surgery after 9am as between 8am and 9am we will be booking for same day, emergency appointments only.
* You may come into the Surgery before 8am if you have an appointment booked. Please use the self-check-in screens in the waiting room. If the check-in screen is not working, please take a seat in the waiting room and wait to be called.
* Please note, the telephone queue has been reduced to 10 callers holding. If you are the 11th caller onwards, you will be advised that the lines are busy and to try again later. This is to try and stop the lengthy waiting times.