

# As a Practice we listen to your views



You said.....

**‘ We can never get to see a  
clinician!!’**

**‘We can never get through on  
the telephone lines!’**



# We did .....

**AS A RESULTS OF THESE RECENT PATIENT COMMENTS THE PRACTICE WILL IF APPOINTMENTS ARE LIMITED AT THE PRACTICE OFFER PATIENTS APPOINTMENTS WITH GP'S AT GP+ WHICH IS LOCATED ON UPPER PARLIAMENT STREET IN NOTTINGHAM CITY CENTRE. THIS SERVICE IS A SUPPLIMENTARY SERVICE TO THE ONE OFFERED AT THE PRACTICE & INCLUDES THE BENEFIT OF WEEKEND APPOINTMENTS.**

***PLEASE ASK OUR PRACTICE STAFF FOR MORE INFORMATION***

**DUE TO THE HIGH LEVELS OF TELEPHONE TRAFFIC EXPERIENCED AT THE PRACTICE WHEN PHONE LINES OPEN AT 8AM AN ADDITIONAL 10 SLOTS HAVE BEEN ADDED TO THE CALL QUEUEING SYSTEM INCREASING THE QUEUE TO 30 SLOTS. IT IS HOPED THAT THESE ADDITIONAL SLOTS WILL REDUCE THE LIKELIHOOD OF PATIENTS CALLS NOT BEING CONNECTED TO THE PRACTICE.**

