

Ashlea Medical Practice

NHS Surgery Connect Digital Telephone System

How to make the appointment system work for you.

Urgent Same Day appointment ONLY.

Call between 8am-10am.

Your call will be answered by a Patient Care Co-ordinator (a receptionist with enhanced training) who will ask targeted questions and works alongside a Doctor Led Triage System to allocate the most suitable time and healthcare professional to your needs.

Non-Urgent appointment needed

Call after 10am.

The phonelines are closed between 1pm-2pm for lunch breaks and admin catch-up.

Do NOT Call between 8am-10am.

Your call will be answered and by a Patient Care Co-ordinator (a receptionist with enhanced training) who will ask targeted questions and works alongside a Doctor Led Triage System to enable them to allocate the most suitable time and healthcare professional to your needs.

Check and Cancel

The first message you hear advises you about the 'Check and Cancel' service.

This is a new service and allows you to check the time and date of any upcoming appointments and also cancel if no longer needed. There is no need to queue for this service and using it to cancel any unwanted appointments helps all patients.

There are several options on the phone that you can choose.

1. Make an appointment
2. Prescriptions questions (requests for a prescription can not be taken over the phone, for that please go online - [click here](#))
3. Test results after 2pm
4. Other

Call Back Option.

If the phone-lines are busy then there is an option to Press 1 and hang up and the system will call you back when you reach the head of the queue. There is no need for you to hold on the phone. It is important that the Practice has current and up to date contact information on your records so that they know who they are calling.

Appointments with other Healthcare Professionals

With the support of our Nurses, Pharmacists, Out Of Hours, Physiotherapists and more, there are many different ways to see the right person for your healthcare needs. Conditions treatable through the Pharmacy First service are mentioned via a recorded message and can also be found [here](#).