*Updates from Ridgeway View Family Practice*

**PHONELINE OPENING TIMES**

Monday: 08:00 – 18:00

Tuesday: 08:00 – 18:00

Wednesday: 08:00 – 18:00

Thursday: 08:00 – 18:00

Friday: 08:00 – 17:30

Phonelines close daily 12:30 – 13:30 for staff change over and training.

**NEW PHONE SYSTEM**

Following your feedback, we’re delighted to announce that we will be installing a phone system, which will improve your experience when dealing with the practice.

The new system will be in place **from Monday 11th March 2024**.

**THE PRACTICE PHONE NUMBER WILL STAY THE SAME**

**VIRTUAL QUEUEING / PATIENT CALL BACK**

If there are more than 10 people in the phone queue, you will be offered the option to receive a call back when you reach the front of the queue, provided you are not calling from a withheld number.

When you reach the front of the queue, the system will call you back and you will then be connected to a member of our reception team. **If you miss your call back, then don’t worry**, provided you call us back on the same day and from the same number then you will jump straight to the front of the queue.

*\*Please note this does not apply if you miss your telephone appointment with one of our clinicians, but our clinical staff will always try to call you at least twice before they mark the appointment as “did not attend”.*

**NEW PHONE OPTIONS TO SELECT:**

To help us manage demand and alleviate frustration, we’ve created some additional phone options for you to select when you contact us.

We’re working closely with our suppliers to ensure a smooth transition to the new service. We do not anticipate any disruption to calls, however should our phone lines appear to be unavailable, then please bear with us and try to contact us again.

**We thank you in advance for your patience and understanding during this transitional period.**