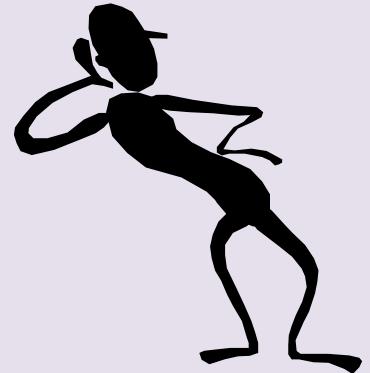




# **St.Paul's Medical Centre new telephone system**

**The telephone system is changing but the  
telephone numbers will stay the same.**

**When patients phone in they will be offered a number of options to route their call more quickly. Please listen to all the options in order to select the correct one.**



**PRESS 1 – *this will be for medical emergencies that need help from a doctor or nurse urgently, and/or requests for any home visits.*** These will be put through to a member of staff who will make sure appropriate medical advice is obtained quickly. Patients who need to be seen the same day but who do not have an immediate emergency should PRESS 2 for appointments.

**PRESS 2 - *this is for all appointments.*** Patients who feel they need to be seen the same day will be put through the triage system.



**The triage system** was set up to help people as quickly as possible by ensuring they see the most appropriate doctor or nurse, or receive the advice and help they need directly over the phone.

**Please remember** that doctors and nurses can deal with many problems by phone and we are very happy for patients to book telephone appointments (these are available daily).

If you or a relative has a contagious illness such as a bad cold or sickness/diarrhoea, it is better to speak to the triage nurse or book a telephone appointment with the nurse practitioner rather than coming to the surgery.

**PRESS 3 - *this is for prescriptions or continuation sick notes.*** Prescription clerks take telephone calls for enquiries and urgent prescriptions between 10:00am and 4:00pm. It is possible to leave messages for the prescription clerks if they are not available to take a call.

To order a routine prescription it is easier and quicker to use our website: [www.stpaulspcc.co.uk](http://www.stpaulspcc.co.uk) through which prescriptions can be ordered at any time day or night.

It takes 48 hours from the surgery receiving the prescription request for it to be ready for collection. Patients need to bear this in mind if they order their prescription through a pharmacy or have them delivered. The pharmacy will need time to place the order and to dispense the medicines.

**PRESS 4 – *this is for test results.*** Calls will be answered between 10:00am and 4:00pm. Outside these times a recorded message will play.

**PRESS 5 – *this is to speak to the medical secretary.***  
For referrals and medical reports.

**For all other enquires please HOLD - *the call will be answered as quickly as possible from a member of staff who will try to answer the query or put the patient through to the most appropriate person to help.***