![drawing fossil ammonite c [1]]() The Health Centre, The Surgery

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Our new telephone system Surgery Connect will be going live on Thursday 9th May 2024.

It’s called System Connect and here are some frequently asked questions and answers …

**For when the call volumes are high** …We have patient ***call back*** ,once selected Patient Callback holds the patient’s place in the queue the patients can hang up and once your position has been reached, you will receive a callback instead of waiting on the line, saving time and money. System Connect is able to try a call you back up to 2 times and then connect you with a receptionist.

**How long is the wait to be answered ? …**Surgery Connect will inform you of your position in the que.

**Connects to our system** (System one) …We can use the integration with patient record system, which means when a patient speaks to any member of the practice team their information is to hand, eliminating frustrating delays.

**Selecting the right people to talk to…** patients have access to select dedicated resources, such as repeat prescription services without having to queue with other patients who simply want an appointment.

**Training and safety**… all calls will be recorded for monitoring and training purposes.

**What you hear** when you call … we can change the music or record a message to keep you up to date with seasonal information , so no more listening to music you have don’t like