

PRINCE OF WALES SURGERY

Portesham Phone System

To comply with latest NHS requirements, the phone system at Portesham is being upgraded this week.

There may be a brief interruption in service tomorrow (Wednesday 24 April) and if this is the case please phone our site in Dorchester on 01305 250989

The new phone system does introduce options which we have kept to a minimum:

- **Option 1 – Results.** A dedicated results line operating between 2 and 4 pm. NB. You can also access results via the NHS App
- **Option 2 – Prescriptions.** This will be an information message for patients who collect prescriptions from local pharmacies. To improve patient safety we ask that you order prescriptions on line, by email or by handing in the right hand side of your prescription at the Surgery. We are phasing out any orders by telephone except for those patients with access issues.
- **Option 3 – Dispensary.** This will be for patients who collect prescription from the Surgery and have any queries.

For all other enquires/appointment requests please hold and your call will be answered by one of the Patient Services Team.

The new system also introduces an optional callback service. This means that the system will phone you back when your original call gets to number 1 in the queue. If we do contact you and your phone rolls over to your voicemail we will leave a message asking you to call again.

NB. Based on current performance our longest call wait times are approximately 5 minutes so callbacks if requested are likely to be quite speedy.