

YOU SAID

Q3. Why am I told to ring back at 8am the next day for an appointment?

A3. We have now phased this out. A member of the reception team will do their very best to accommodate appointment requests or offer alternative advice when patients contact the surgery first time.

Q4. I book appointments on line but, there are very few appointments available

A4. 25% of our appointments are available for online booking with the doctors and advanced nurse practitioners. Patients are advised to contact the practice to register for this service or visit the new Practice website for further details.

www.shifnalandpriorsleemp.co.uk

WE DID

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