

Our staff know a lot more than how to answer the phone.



They are not just call-handlers: they are trained care navigators. Equipped with extra skills to help you get to the right health service as fast as possible.

So please don't be put off if they ask what your problem is when you call to make an appointment. They are not being nosey, just trying to help.

By asking a few simple questions, they may be able to point you in the right direction of other services that could help you better and faster, such as:



They are subject to the same patient confidentiality rules as all the doctors and clinical staff at this surgery.

You can still ask to see a GP if you want to.

