



Lytham Road Surgery

1st Floor – Fatima Health Centre
228 Garstang Road
Fulwood
Preston
PR2 9QB

Phone: 01772 716033

Website: www.lythamroadsurgery.co.uk

New Phone System

Our new phone system is going live at 10:00am on the 5th November. The system has some new features which will hopefully improve patient experience.

1. Patients call back facility – the surgery calls you back when you reach the front of the call queue, rather than waiting on the line. This occurs when there are 10 people in the call queue, or you have waited 5 minutes. If you miss the call back your call back to us will automatically be sent to the front of any call queues.
2. Automated system for cancelling and checking appointment times.
3. Call queue position announcement.

Phone Menu Details.

We thought it may be useful to explain to our patients exactly how the new phone system menus work.

First you will hear our welcome and safety message. At this point you can press zero to enter the automated appointment check and cancel service.

Next you will hear the main menu with the following options

1. Book an appointment
2. Prescription query or order repeat medication (ordering medication over the phone is only for our housebound and vulnerable patients) This option goes straight to voicemail which we will aim to deal with in 2 working days.
3. Referral queries – this call goes through to our medical secretaries. If unanswered please leave a voicemail and they will aim to get back to you within 2 working days.
4. General enquires and test results (this line only opens after 10:00am to ensure we can prioritise the booking of appointments from 08:00 until 10:00am)