

**Dr DH Gaw, Dr H McLaughlin, Dr AM McGivern, Dr N Bingham,  
Dr D Gallen, Dr E, Hewitt, Dr T Lewis, Mr D Fearon**

*Summer Hill Surgery  
50 Great Georges Street  
Warrenpoint  
Co. Down  
BT34 3HS*

*Tel. (028) 4175 4455  
Fax (028) 4175 2974*

*Web: [www.summerhillsurgery.org](http://www.summerhillsurgery.org)*



*Rostrevor Surgery  
8A Mary Street  
Rostrevor  
Co. Down  
BT34 3AY*

*Tel. (028) 4173 8225  
Fax (028) 4173 9475*

*Web: [www.summerhillsurgery.org](http://www.summerhillsurgery.org)*

## **Telephone Call Back Appointment System**

In order to improve our service and shorten waiting times we have introduced a Doctors Telephone Call Back System. When you contact us the receptionist will take your phone number, and ask you for some brief details to enable us to prioritise the calls – for example chest pain, collapse, breathing difficulty or a very sick child will receive priority.

The doctor will then phone you back to discuss the problem and provide advice, arrange tests or arrange a convenient appointment.

### **Advantages Of Telephone Call Back System**

- Reduced waiting times
- Easier to speak to a doctor of your choice
- Reduced time off work
- Reduced parking problems
- Greater flexibility

Appointments to see the Treatment Room or Practice Nurse are booked by reception as normal.

### **Does this mean I can only book appointments on the day I ring?**

No. If after speaking to the doctor you need an appointment you can arrange one that is convenient, even if you want one several days later.

### **Do I have to ring first thing in the morning to receive a telephone call back?**

No, please don't as it is impossible for everyone to get through to us at the same time. Please try to ring between 8.30am and 10.30am in the morning, and between 2pm and 3.30pm in the afternoon.

### **Will I be seen in person if this is needed?**

Yes. The system means that by dealing with straightforward things over the phone we have enough surgery appointments to ensure that you can see someone in person if you need to.

### **What If I have problems getting to the phone?**

Please let us know if you have difficulty using the phone and we will try and make special arrangements.

### **Ask the receptionist**

Our receptionists are trained to deal with certain queries, such as repeat prescriptions, repeat sick lines, and requests for letters. Our receptionist can also guide you on any other query you may have.