

# New Telephone System

Information for Patients ringing Barlaston Health Centre

*on (01782) 372416*

Your call will be answered "WELCOME TO CUMBERLAND HOUSE"

You will be given the following options:-

<b>OPTION 1</b>	<b>TO CANCEL AN APPOINTMENT</b>	Please leave a message with the details of the appointment you wish to cancel
<b>OPTION 2</b>	<b>MAKE AN APPOINTMENT</b>	You will be put through to our Reception Staff at Barlaston Health Centre
<b>OPTION 3</b>	<b>IF YOU WISH TO SPEAK TO OUR SECRETARIAL STAFF</b>	You will be put through the Secretarial Staff who do the Secretarial work for Stone and Barlaston Surgeries
<b>OPTION 4</b>	<b>PRESCRIPTIONS</b>	This option will transfer you to our Prescription Clerk
<b>OPTION 5</b>	<b>MEDICAL PROFESSIONALS</b>	This option is for urgent calls from medical professionals
<b>OPTION 6</b>	<b>GENERAL ENQUIRIES</b>	For all other enquiries you will be put through to the Barlaston Reception Office

*TO INCREASE THE SPEED YOUR CALL IS DEALT WITH IF OUR BARLASTON RECEPTIONIST IS BUSY YOUR CALL WILL BE AUTOMATICALLY TRANSFERRED TO CUMBERLAND HOUSE RECEPTIONISTS WHO WILL BE ABLE TO HELP YOU WITH YOUR CALL.*