

# Rosedean House Surgery New Telephone System from 12th February

We're thrilled to announce that we're implementing a brand-new telephone system. **Please note the surgery number will not change.** Here's what that means for you:



## Improved Call Back Option

When call volume is high, you can choose a call back option. After selecting this, you can hang up and keep your position without waiting on hold. Once you reach position 1, the surgery will ring your phone.



## Average Wait Times

Once the system is running for a period of time, it can provide you with estimated wait times based on previous averages.



## Improved messaging

We have added more useful messaging.

We hope that this change will improve the service we provide to you, however if you have any questions, please ask at Reception or email [Rosedean@onemedicalgroup.co.uk](mailto:Rosedean@onemedicalgroup.co.uk).