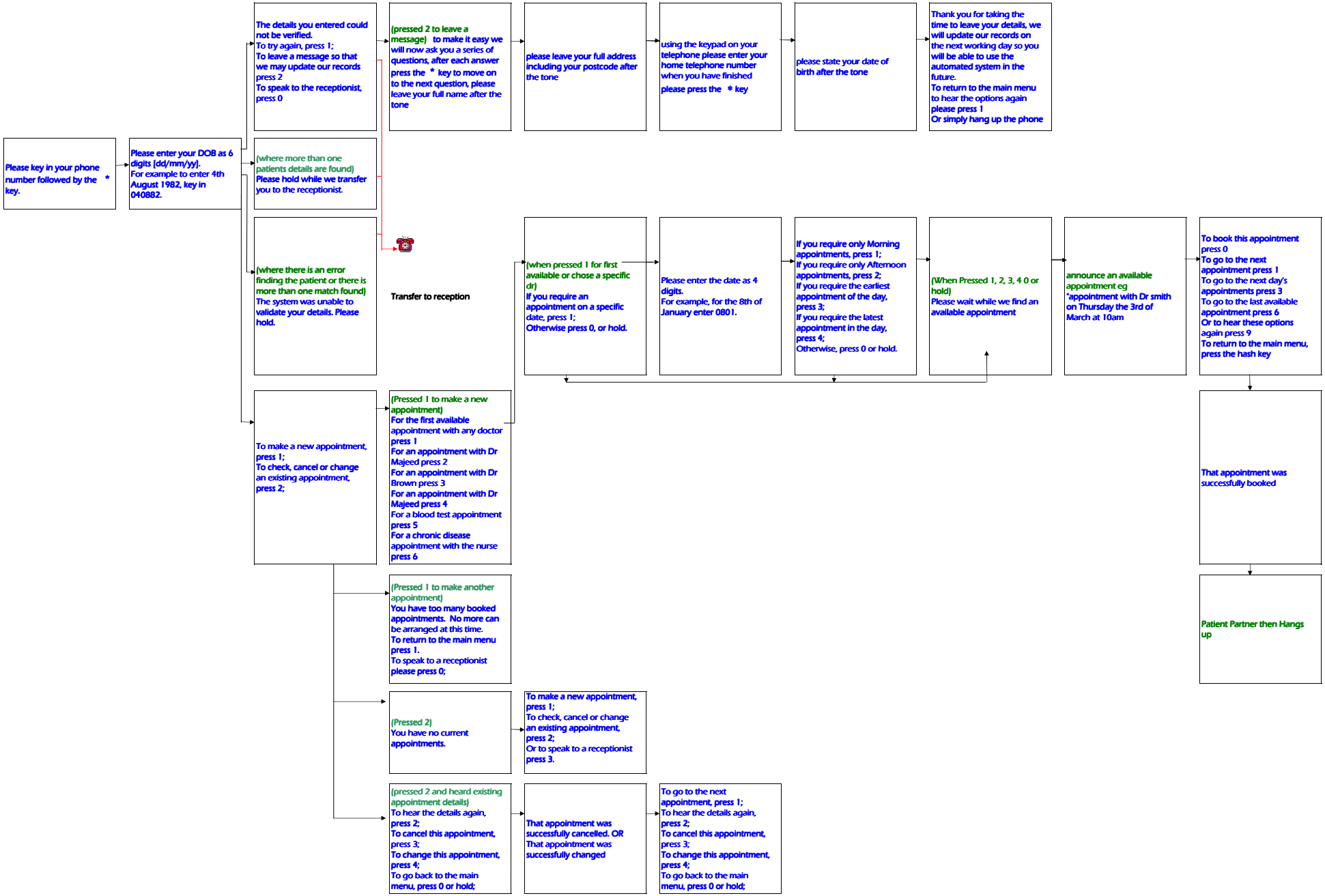
Please key in your phone number followed by the * key.
Please enter your DOB as 6 digits [dd/mm/yy].
For example to enter 4th August 1982, key in 040882.
The details you entered could not be verified.
To try again, press 1;
To leave a message so that we may update our records press 2
To speak to the receptionist, press 0
(where more than one patients details are found)
Please hold while we transfer you to the receptionist.
(where there is an error finding the patient or there is more than one match found)
The system was unable to validate your details. Please hold.
Transfer to reception
To make a new appointment, press 1;
To check, cancel or change an existing appointment, press 2;
(pressed 2 to leave a message) to make it easy we will now ask you a series of questions, after each answer press the * key to move on to the next question, please leave your full name after the tone
please leave your full address including your postcode after the tone
using the keypad on your telephone please enter your home telephone number when you have finished
please press the * key
please state your date of birth after the tone
Thank you for taking the time to leave your details, we will update our records on the next working day so you will be able to use the automated system in the future.
To return to the main menu to hear the options again please press 1
Or simply hang up the phone
(Pressed 1 to make a new appointment)
For the first available appointment with any doctor press 1
For an appointment with Dr Majeed press 2
For an appointment with Dr Brown press 3
For an appointment with Dr Majeed press 4
For a blood test appointment press 5
For a chronic disease appointment with the nurse press 6
(when pressed 1 for first available or chose a specific dr)
If you require an appointment on a specific date, press 1;
Otherwise press 0, or hold.
Please enter the date as 4 digits.
For example, for the 8th of January enter 0801.
If you require only Morning appointments, press 1;
If you require only Afternoon appointments, press 2;
If you require the earliest appointment of the day, press 3;
If you require the latest appointment in the day, press 4;
Otherwise, press 0 or hold.
(When Pressed 1, 2, 3, 4 0 or hold)
Please wait while we find an available appointment
announce an available appointment eg
"appointment with Dr smith on Thursday the 3rd of March at 10am
To book this appointment press 0
To go to the next appointment press 1
To go to the next day's appointments press 3
To go to the last available appointment press 6
Or to hear these options again press 9
To return to the main menu, press the hash key
That appointment was successfully booked
Patient Partner then Hangs up
(Pressed 1 to make another appointment)
You have too many booked appointments. No more can be arranged at this time.
To return to the main menu press 1.
To speak to a receptionist please press 0;
(Pressed 2)
You have no current appointments.
To make a new appointment, press 1;
To check, cancel or change an existing appointment, press 2;
Or to speak to a receptionist press 3.
(pressed 2 and heard existing appointment details)
To hear the details again, press 2;
To cancel this appointment, press 3;
To change this appointment, press 4;
To go back to the main menu, press 0 or hold;
That appointment was successfully cancelled. OR That appointment was successfully changed
To go to the next appointment, press 1;
To hear the details again, press 2;
To cancel this appointment, press 3;
To change this appointment, press 4;
To go back to the main menu, press 0 or hold;