



ST THOMAS MEDICAL GROUP

PATIENT INFORMATION: TELEPHONE

Our telephone lines and Reception area are really busy first thing in the morning with patients wanting to make appointments. It would be really helpful if you could wait until after 10am for the results of any test or for any general administration enquiries. Thank you for your co-operation.

Do you have a query about your medication?

You may not need an appointment. Ask the Secretary to leave a message for your doctor.



Do you need another sick note?

Not sure if the doctor needs to see you again? Please ask the Secretary to leave a message for your doctor asking if he/she needs to see you before issuing another note.

Do you recognise this? "All I need to ask the doctor is if it's OK to stop taking my tablets now that the pain/rash/symptom etc has gone—I wonder if I need to go all the way to the Surgery for an appointment for that....?"

You probably don't need an appointment. To save both you and your Doctor time this could probably be dealt with over the telephone. Ask the Secretary to leave a message for your Doctor or Nurse to ring you back. Hopefully advice over the telephone is all that you need.

Are you worried about the results of a test you've had done?

The Doctor may be able to explain the results over the telephone rather than you coming in to the Surgery. Please leave a telephone number where you can be reached.



OUR WEBSITE ADDRESS!

www.stthomasmedicalgroup.co.uk

Please note: It is important that we do not interrupt a doctor during a consultation with another patient unless it is medically urgent. You may be asked to ring back at a more convenient time or we may be able to telephone you later. Please ensure that we have a correct and up to date telephone number.

Telephone Number
Reception:
676676
Fax: 01392 676677

Secretaries:
Dr Coleman 676637
Dr Gibbons 477242
Dr Godwin 676636
Dr Watson 477243
Dr Sheppard 477246

Secretaries:
Dr Northover 477241
Dr Crawford 477241
Dr James 676667
Dr Rutter 676640
Dr Williams 477240