**Q: Why are you changing the opening times for the Patient Triage facility?**
**A:** We are adjusting the opening hours to better balance our ability to address both ongoing patient concerns and new, acute symptoms. This will help us provide the best care possible while managing demand effectively. This change allows us to allocate resources more efficiently and continue providing high-quality care

**Q: What will the new opening times be for the Patient Triage facility?**
**A:** The new hours for the Patient Triage facility will be from 6am to 1pm. These changes will take effect on 17th February,

**Q: Will the practice be closed outside of these hours?**
**A:** No, the practice will remain open as usual. The only change is to the hours of the Patient Triage facility. We will continue to provide care and consultations throughout the day.

**Q2: Will the practice still be open after 1pm?**

**A:** Yes, the practice will remain open as usual. Only the Patient Triage facility’s opening times are changing. You can still access other services and book routine and nurse appointments as normal.

**Q3: What if I have an emergency after 1pm?**

**A:** Emergency appointments will still be available every day. If you have an urgent medical issue after 1pm, please contact the practice, and we will ensure you receive the necessary care.

**Q7: What should I do if I need medical advice outside of the new triage hours?**

**A:** If you need medical advice outside of the Patient Triage facility’s new opening hours, you can still contact the practice for guidance. Emergency appointments will be available as needed. For all other enquiries, nurse & routine appointments – nothing is changing. Additionally, you can use our online resources or contact out-of-hours services for urgent medical issues.

**Q: Is the change in opening times permanent?**
**A:** This change is currently planned to improve our service delivery. We will continue to monitor the impact and make adjustments if necessary to ensure the best care for our patients.

**Q: Will I still be able to get an emergency appointment if I need one?**
**A:** Yes, emergency appointments will still be available every day, even outside the new Triage hours. If you need urgent care, please contact us, and we will ensure you receive the appropriate support.

**Q: Will this affect how quickly I can see a GP?**
**A:** The adjustment in Triage hours is designed to help us manage patient concerns more effectively, so it should not impact your ability to see a GP when needed. We are committed to ensuring that all patients continue to receive timely care.

**Q5: Will this change affect the quality of care I receive?**

**A:** No, the quality of care will not be affected. The adjustment in opening times is intended to help us better manage patient needs and ensure that all patients receive timely and appropriate care.

**Q: How can I get more information about these changes?**
**A:** If you have any further questions or concerns, please feel free to contact the practice directly. We will be happy to assist you and provide any additional information you need.

**Q8: How will this change be communicated to patients?**

**A8:** We will inform patients about the change through various channels, including our website, social media, email newsletters, and notices within the practice. Please keep an eye out for these updates.