



Who to call and when?

If you think the symptoms are life threatening



If you need medical help fast and :

- it is **NOT** a 999 emergency;
- you think you need Accident & Emergency help;
- **OR** you don't know who to call;
- **OR** you are not registered with a doctor/surgery



Tel: 01285 712377

For patients of Hilary Cottage Surgery, Fairford

Every call is important will be answered as soon as possible.

- Phone lines can be very busy at the start of a day
- Calls made during the day often get straight through to the receptionist
- ALWAYS check with the receptionist that the surgery has the best phone number to call you on - **your current home or mobile phone number**

What you tell us helps us to help you...

...I want to see a doctor today

The receptionist will ask you about your symptoms so that the Duty doctor:

- has information to call you to talk over your symptoms;
- can give you an emergency appointment if needed

...I want the next available

The receptionist will ask you what the appointment is for, so that you can be given the correct appointment with a doctor or a nurse.

...I want to book an appointment at a future date

The receptionist will ask if you need to see a specific doctor, or a nurse, or the phlebotomist and an appointment will be made. Did you know you can also book on line at www.fairfordsurgery.co.uk



*If you can't make your appointment, please call the receptionist. **50** appointments could have been given to someone else in the last month. Save your doctor's time and help others!*