

overWyre medical centre PATIENT CALL BACK

Patient Callback is an alternative way of queuing, to help reduce patient frustration.

Patient Callback allows you to request an automated call back from the surgery when your call would have ordinarily reached the front of the queue, thus leaving you free to get on with other more productive tasks or to rest if you are feeling unwell.

The system will offer you a callback based on your position in the queue as well as how long you have been queuing for.

Once you reach position 1 in the queue the system will attempt up to 3 call backs. If unsuccessful, mobile numbers will receive a text message to inform you the call back was attempted.

The call back number will then be given priority for the rest of the day and you will go to the front of the queue should you ring the practice again using the same number.

Thank you.

