

Dear Patient,

We are making some changes to our telephone operating hours at Denmark Road Medical Centre to align with our other Surgeries and improve your experience when booking appointments or making enquiries. In our previous communication in Autumn 2023, which is available at <https://southcoastmedicalgroup.co.uk/wp-content/uploads/2024/10/DRMC-Patient-Comms-Autumn-2023.pdf> we informed you that following the upgrade of the phone system at Denmark Road Medical Centre, we would be aligning our telephone operating hours with those of the other South Coast Medical Group Surgeries, with the aim of reducing waiting times on the phone. We are delighted to say we are now at this stage.

What's Changing?

From 2nd December 2024, appointment bookings at Denmark Road Medical Centre will start at 08:30 AM. However, our phone lines will still open at 08:00 AM for general enquiries, such as requesting information or asking non-urgent questions.

Why the Change?

This adjustment will allow our reception and admin team to better manage peak call times, reduce waiting times, and decrease the number of missed or abandoned calls. By aligning hours with other South Coast Medical Group Surgeries, we also aim to offer you a more consistent service.

How Will This Affect You?

- From 08:00 – 08:30 AM: Our team will be available to answer general enquiries, but we won't be able to book appointments during this time.
- From 08:30 AM onwards: Appointment bookings will be open, and additional staff will be on-hand to handle your calls efficiently.
- There will be increased staff availability to handle calls during peak afternoon hours.

We believe these changes will enhance our services by reducing wait times and improving your experience when contacting the Surgery.

If you prefer to avoid phone queues altogether, you can use our Online Consultation service, which is available from 08:00 – 18:30, Monday-Friday (excluding public holidays).





**Denmark Road Medical Centre
37 Denmark Road
Bournemouth
Dorset, BH9 1PB**

Tel: 01202 521111

Your Feedback Matters

We will be closely monitoring the impact of these changes over the coming months to ensure they are meeting your needs. If you have any feedback or experience any issues, please do not hesitate to let us know.

Thank you for your ongoing support.

Best regards,
Denmark Road Medical Centre
Part of South Coast Medical Group

