# The Reddish Family Practices Newsletter

# July 2020



**We are excited to tell you that our new telephone system is finally here!**

We will GO LIVE with our brand new telephone lines on 5th August after 5 whole years of trying!

Our new system will have:

* Call Queuing – so you will know your place in the queue
* Unlimited phone lines - so lots more opportunity for your call to be answered
* Call back option – so you can choose to be called back by our reception team if you don’t have time to wait in the queue
* Calls will be recorded to give you peace of mind and help us with training and providing consistent service delivery
* Mobile phone back-ups in case out phone lines go down

The new phone system is a great step forward in our ability to deliver a first class service to our patients, and we know you are going to love it!

* There will be no more engaged tones
* No more annoyed patients
* And no more frustrated receptionists who just want to do their best for our patients

Training on the new system will take place on Thursday 30th July 1.30pm-3pm to make sure all our staff are ready for the exciting GO LIVE on Wednesday 5th August. We can’t wait, and we hope you can’t too!

Please be patient with us on GO LIVE Day!

Every new system can have its Gremlins and there may be a few hiccups on the day! Our staff will need to get used to the new phones and all the extra things they can do so it’s an exciting and challenging time for us all

**Our new telephone number will be 0161 983 9797**

**Thank you to all our patients for your support and patience – it has been a long wait but we know it will be worth it!**

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