Lowther Medical Centre



**Complaints and Concerns ☹**

**We are working hard to improve access to our service and all our staff are committed to providing the highest standard of patient care.**

**We understand there may be times however when you have cause for concern and we wish to share with you some recent concerns and our actions**

**….You said:** *You found it difficult to book appointments by telephone*

**We did:** As well as **Bloods**, **Smears**, **Telephone Contraception advice** appointments available to book online via MyGP and Patient Access, patients can also complete an **Online consult form** for non-urgent conditions which will be triaged by our Clinical team. You can access the form via the Home page of our website.

**Compliments ☺**

**We are pleased to share with you recent compliments received by the Practice.**

*“Helpful receptionist. The Medical practitioner rang on time arranged a one to one and dealt with my problem in a pleasant professional manner”*

*“The Practice is so friendly, helpful, caring and supporting”*

*“The Dr rang me back even though I missed her first call. She was friendly and helpful”*