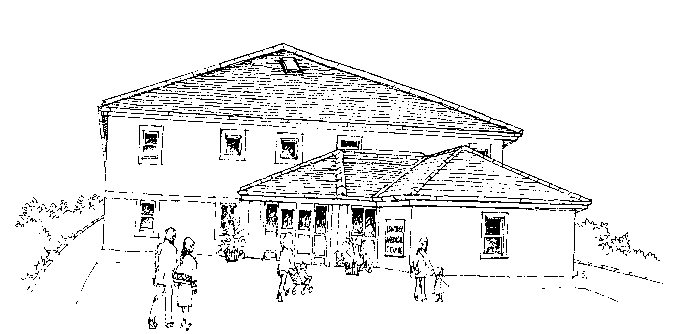
Lowther Medical Centre



**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 wanted more appointments available to book online*

**We did:** **Bloods, Smears**, **Telephone Contraception advice** appointments are all currently available to book online via MyGP and Patient Access. As from 21.02.22 there will also be a limited number of **On the Day GP & NP Telephone Consultations** available to book online

**Compliments ☺**

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

*“I have always found anyone who works there to be professional, knowledgeable and reliable”*

*“I only had to wait 5 mins in the queue, then the doctor rang on the dot when I was told he would and got an appt to see him no problem”*

*“Today the service was very efficient from getting an appointment through to a link to send photos and a face to face appointment”*