



The Grange Medical Centre

Telephone Waiting Times

We apologise for the increased difficulty of getting through on our telephone lines. We are answering an unprecedented amount of calls at the moment. Our Reception team are answering an average of **800** calls per day, which is on average a new call every 3 minutes per Receptionist. Please be patient, we are working as hard as we can to get through as many calls as possible.

Did you know there are other ways of contacting us?

If your query is not urgent please go to our website www.thegrangemedicalcentre.nhs.uk. There is a lot of information on there that could help and also more ways of getting in touch with us through Online Consult. You can also get in touch with us via your Online Access account. If you do not have one of these please get in touch and we can get this set up for you.