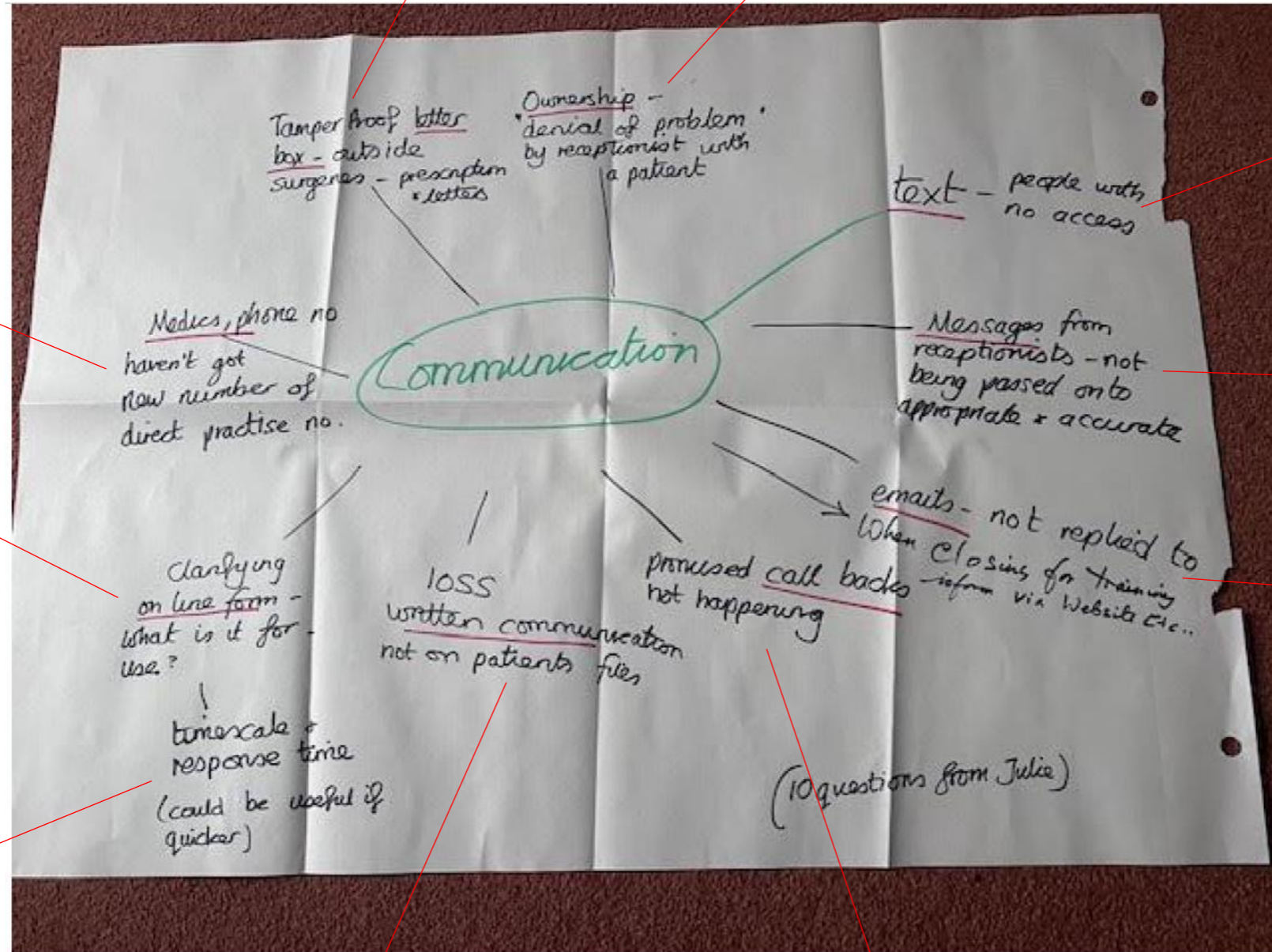


Tamper proof letterboxes were installed some time ago at both sites. These were removed following patient concerns of witnessing youths attempting to continue to tamper. We are awaiting advice from the ICB as to the next steps. Patients can continue to use the alternative post boxes available inside the entrance to both sites.

We would encourage the individuals to provide us with more information. This will allow us to investigate.



This point requires more information?? Those for whom we do not hold a mobile number will be sent communication via another channel.

We would encourage the individuals to provide us with more information. This will allow us to investigate.

Currently each practice closes on a different day St. Marys - Weds (12.30 - 2.30) and Fore Street (1.00 - 3.00). We are working to align these to a Wednesday in the near future. Information on our usual closures can be found on our website - [Our surgeries - Ariel Healthcare](#)

We will always aim to acknowledge emails within 3-5 working days. This also includes an auto reply. Unexpected demand, along with staff shortages can cause delays in replying. Patients are encourage to not email the practice with clinical concerns/queries but instead use the online consultation platform or contact the practice by phone.

All NHS organisations we work with, including local businesses have been provided with our bypass lines

The online consultation platform is used for non urgent, routine queries, including fit note requests. Its helpful as an alternative to calling the practice. We currently allow up to 50 submissions per day.

We aim to respond to all submissions within 5 working days. This may not mean an appointment but more so an acknowledgment/information of an appointment that's booked.

90% of submissions have an appointment booked (where appropriate) within 2 working days.

Not all written communication will be uploaded to patients' records. There are various reasons for this. This process is in place across the board.

We would encourage the individuals to provide us with more information. This will allow us to investigate.