



CORONAVIRUS INFORMATION

TELEPHONE SYSTEM

I can only apologise if you have been experiencing difficulties over the last couple of days trying to contact the practice. I have been in contact with NHS Grampian Communications, and the telephone system was working, but it was due to the high volume of calls that we were receiving that was causing the problem. At present, we are still continuing to have all contact by telephone to keep patients and staff safe, while we are in this COVID pandemic.

We have introduced a few changes this afternoon to the telephone system, but for this to work, patients must use the original surgery number which is (01561) 361260 and you will hear a short message, and if appropriate, your call will be directed.

The telephone numbers (01561) 360911 and (01561) 360912 will no longer be in operation, and if you dial them, they are unobtainable.

Once again I thank you for your support and understanding during this difficult and challenging time for us all.

Lorna Grubb
Practice Manager

13.05.2020