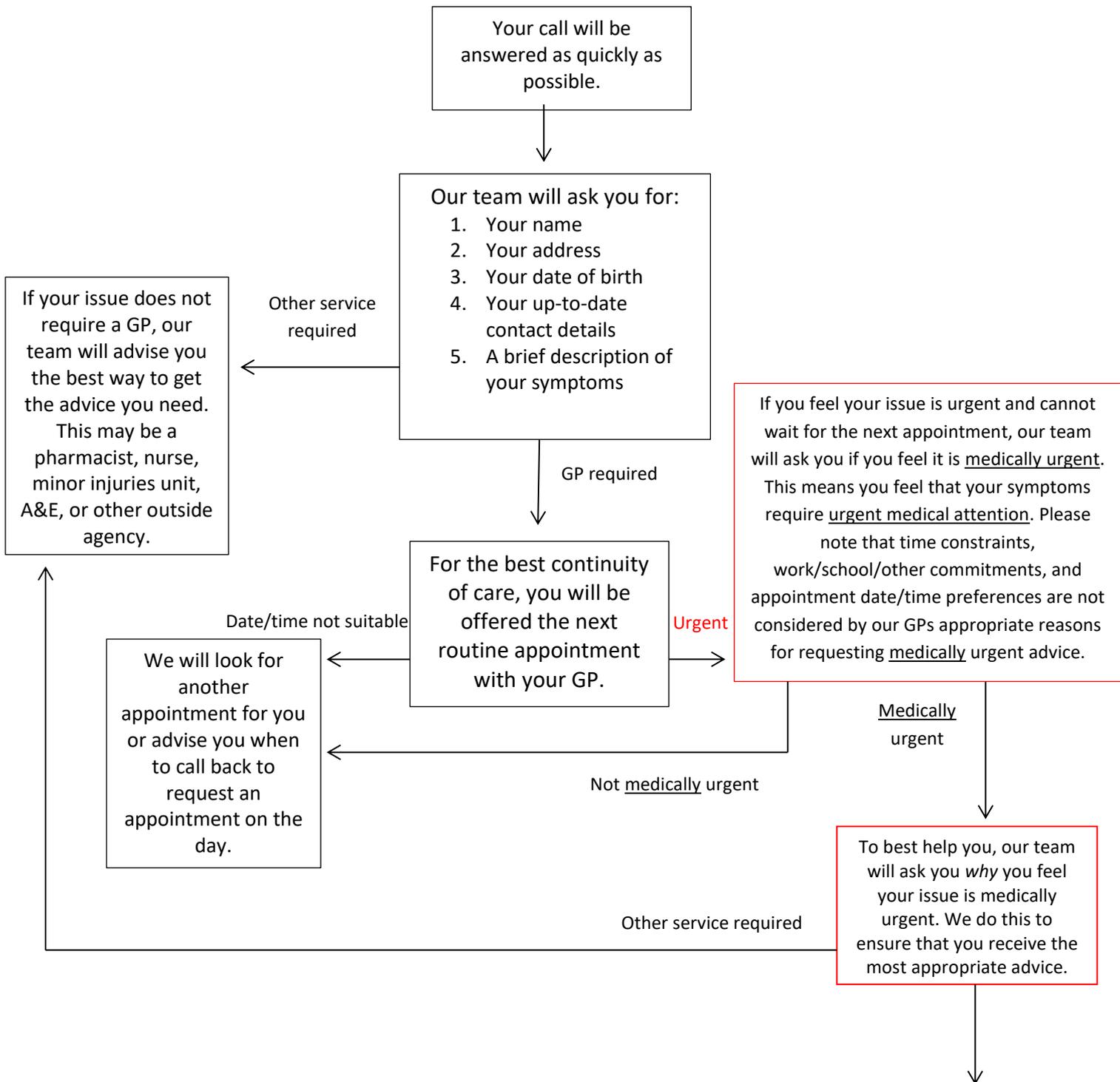


# THE DOWNLAND PRACTICE

## HOW OUR TEAM HANDLES YOUR APPOINTMENT REQUEST



### BEFORE 12:30

If your issue is medically urgent, your details will be added to an urgent list and a member of our team will call you back. This could be at any point during the day. If you require more urgent advice, you can contact 111.

### AFTER 12:30

**Where possible, you should call before 12:30 if you have an urgent issue. After 12:30, services are limited.**

If your issue has developed after 12:30 and is medically urgent, your details will be passed to the duty doctor and a member of our team will call you back. This could be at any point during the afternoon. If you require more urgent advice, you can contact 111.