“Call Back Policy”

“Bassingham Surgery Call-Back Policy”

Bassingham Surgery is now undertaking more consultations by telephone and video call. When we arrange a telephone or video appointment, we cannot guarantee the exact time that we will call you. We will arrange the appointment for a time period, such as the morning, the afternoon, or another specified time period. We ask that you be prepared to take the call-back some time in this time period. Please ensure we have your most up to date contact details and that your phone is free during this agreed time period.

The clinician will try to contact you a total of 2 times. If they are unable to contact you after 2 attempts, you will need to rebook another contact on another occasion.