



Dear Archway Patients,

We constantly look to improve our patients experience and the service that we offer and want to make you aware that we are implementing some changes in the coming weeks which we hope you will find helpful.

What will change?

Please be aware that we are going live with our new cloud -based Telephony Systems from the 9th of January,2024.

We are aiming to provide our patients with more holistic and personalised care with cloud-based telephony, and features such as call recording, voicemails, and signposting.

If you have any questions, please feel free to speak to our lovely staff, who would be more than happy to assist you.

Lastly, we would like to thank you all in advance for your kind cooperation and apologies for any slight inconvenience this migration may cause.

Yours sincerely,

Archway Management