NHS
Providing NHS services

How to contact Mount Pleasant Health Centre

Please bear in mind that our phone lines are often busy and filling out an eConsult is usually a faster way of contacting the health centre.

eConsult

You can fill out an eConsult on our website with the details of your medical or administration query. *Please provide as much information as possible.*

Phone Call

You can call the health centre and speak to a receptionist regarding your medical or administration query.

Quickest Route

Following this route is usually faster than a phone call. Our triage team will look at your eConsult and get back to you on the same-day.

Reception Team

Our receptionists will ask you detailed questions on the purpose of your call. *Please provide as much information as possible.*

Triage Team

Your information is then passed onto our triage team who will evaluate the details and contact you same-day to signpost you to the most appropriate clinician/service.

Phone Call

You might be given a telephone call appointment where the clinician will call you on a specified day and talk to you about your condition.

Face-to-face Appointment

You may be offered a face-to-face appointment with a clinician if it is necessary for them to see you in person - this may be same day or booked for another day.

Advice

Some conditions may not require a face-to-face appointment and a clinician may be able to give you advice on the best way to manage your condition.

External Service

You may be signposted to an external service if it is more appropriate (e.g. going to a Pharmacy if you have Hay Fever).