

# Friends and Family Test August 2015

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## Our response to your comments.....

“The telephone booking service does make the process easier, however, online booking would be easier”.

“It is impossible to contact the surgery when required. The telephone is always engaged and the online booking service generally offers days/week in advance. Treatment is fine when contact finally made”.

We haven't benefited this month from having the improved telephone system; we have been troubled throughout August by staff absences due to sickness and bereavements. This has led to us having fewer receptionists available to manage calls; August is also when many team members take their annual leave and colleagues will cover booked holiday time off. We apologise for any frustration which this may have caused and hope that we will soon be back to full capacity in our teams.

Following feedback from patients and further analysis of demand for access the following changes will take place throughout autumn:

- From early September, telephones will be available from 8am from, doors will still open at 8.30am. We have staggered the start times of our reception team but need to cover from 7.50am to 6.20pm so we cannot have everyone starting at the earlier time. This earlier telephone start should hopefully help people who cannot make calls when on the way to work or school run.
- We will have more on-line appointments available to book in advance. Possibly 24 hours ahead – no firm decision made yet. As with normal appointment booking we will have a finite number. Please speak to receptionist for further details or visit website for Patient Access information.
- From October, there will be a fortnightly review clinic for GP to book any follow up/review appointments rather than patient having to book a telephone consultation to arrange it.
- Analysis has shown that we need to offer more telephone consultations, to deal with the demand we will have a team of GP's doing telephone calls and another team doing the face to face consultations.
- There will be a daily “admin GP” who will authorise the prescription requests and deal with correspondence from secondary care. This will help to manage the daily workload.

