

YOU SAID. WE DID.

PREBOOKING OF APPOINTMENTS

Patients have expressed the issues with pre-booking appointments.

Action—The practice does offer prebookable appointments to our patients. These are on a first come first serve basis. We are now opening prebookable appointments throughout each month to help maximise the access for the patients instead of having the pre-bookable appointments all at once and having them go straight away. We hope this will allow more patients to book throughout each month.

PHONE LINES.

Patients have expressed issues with getting through to Practice in the morning. We have now implemented a call back system for our patients. This system means patients will not have to wait in the queue to get through to the Practice but will receive a call back from the Practice when they are number 5 in the queue. The Practice will call the Patient back twice to make sure they do not miss the appointment.

Dr IQ Updates

Issue with range of consultation options

Patients have expressed there is not enough reasons that the Patients would like to speak to the GP. The Dr IQ team are continuing to look for different options that we can use on Dr IQ for patient to select. We will continue to update the Dr IQ app allowing patients to have more access to the Practice.

Medication issues

Issues with the approval option on medication requests.

The Dr IQ team are looking into changing the approval button that the Practice uses to show the medication has been requested instead of approved so the patients are aware that medication will be issued within a 48 hour period. We will continue to update the PPG team on the updates.

Practice Improvements

Enhanced Access—We have continued to try to improve our patient access to the Practice. We have extra appointments throughout the week days and weekends.

We offer early morning appointments to our patients who may not be able to attend throughout the day.

We offer weekend appointments for Nurses, GP's and physiotherapist both telephone consultations and face to face appointments.