You Said, We Did

You said

"It's the phone calls to park Medical that's a huge problem, you get thru then your number 24 in queue, then get to number two and get cut off, after holding on more than 45 mins. This is at 8am. To see my doctor is amazing, she is hard working, professional and committed to her patients, it's awful to get an appointment".
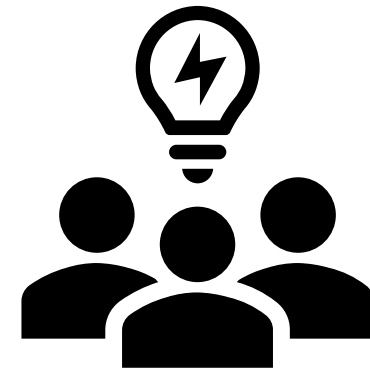
We did

We Implemented a cloud telephony system. This setup allows for features like call queuing, call routing, and call back functionality, which can enhance efficiency in managing patient inquiries and appointments. The call back system ensures patients are contacted promptly, improving accessibility and patient satisfaction.

Your feedback

"No more queuing on the phone. Call back much better. Seen by nurse within 10 mins of appt time. Prescription took just over an hour but dependent on pharmacy not surgery. Thank you."

"The call back system is great, and I got an appointment the same day to see someone who was very nice and professional. Which impressed me as it was over the Christmas holidays. My perception went straight over to the pharmacy. Which I collected. I'm starting to feel better already."

You Said, We Did

You said

"Appointment system, (particularly non urgent) to be able to book an appointment in advance. NHS app appointments rarely available."

"Easier access to pre bookable not urgent appointments"

We are working on..

We are presently engaged in an appointment triage project, exploring various systems for implementation, whilst conducting an internal review of processes and procedures.