

PRESENT : Dr A Pannu

Pam Fortune

6 Registered Patients

Apologies 2 patients

REVIEW OF LAST MEETING (APRIL 13TH 2013)

New appointments system going live April 29th.

APPOINTMENT SYSTEM

This went live as planned on April 29th.

PF reported to the group that from the patients perspective the new system has gone generally well, patients are generally positive about it. Those present at this meeting had not had experience of the new system.

Dr Pannu reported that from a Clinicians perspective it has not always been possible to contact the patient within the 30 minute time scale as advertised. This has since been increased to 2 hours. There had been no real change in demand especially on Mondays and Tuesdays.

PHONE SYSTEM

PF explained that thankfully after a prolonged period of technical issues with the phone system – the immediate problems had been rectified.

In addition to facilitate the new appointment system, more staff are now answering the phones for the first hour /hour and a half each morning improving the phone access for patients.

PF added that the plan was to introduce further improvements to the phone system using a press 1 for with the anticipation that this would further improve phone access.

ONLINE APPOINTMENTS

PF informed the group that the facility for patients to book telephone consultations with the doctor was now available and would be publicised on notice boards, prescriptions, and the practice website.