



**During the Tickhill Gala the PPG asked you for comments about our practice. The Practice Manager has responded and is only too willing to answer any further queries you may have regarding improvements.**

#### **Q. Appointment System**

- We all acknowledge nationally the lack of GP availability something of which we hear reports of on the news regularly. We ourselves have experienced an extremely difficult period with the retirement of our senior partner Dr Saunders, the unexpected death of Dr Sheehan all of which had a huge impact on the surgery. We have covered the loss of appointments as much as we possibly could with external locums, whilst we recruited for a permanent replacement. We have constantly addressed our appointments system and maximised those that we have by trying to offer an accumulation of book on line, pre booked, book on day appointments. This will never be a one size fits all.

#### **Q. Receptionist asking Nature of Appointment**

- Our receptionists are very hard working, understanding and empathetic. They are trained to ensure that each call is signposted to the appropriate clinician and will make decisions based on the information given to them by patients. Whilst this may seem frustrating and intrusive to a patient when a receptionist is requesting the nature of the appointment, it is in fact helpful to the clinician. What a patient thinks is an emergency very rarely is; our receptionists try to accommodate all patient requests for a same day consultation.

#### **Q. Downstairs Reception Left unmanned**

- It is very difficult for the receptionist downstairs as they can be called away by a Dr and have to leave the reception desk unmanned. Due to the design of the downstairs reception area it is difficult for more than one person to be down there at a time; there are occasions when emergencies occur leaving no time to put out the apology sign.

#### **Q. Telephone**

- We have recently updated our telephone system, which has the call waiting; we also have a dedicated number to order repeat prescriptions on the phone which should free up the incoming line. Our new phone system works in a way that if a receptionist has to leave the desk upstairs, the telephones are directed to an alternative user.
- Our Saturday surgery at both sites is Extended Access all our appointments are pre booked, our telephone lines are diverted on a Friday evening to the Out of Hours Service resulting in the reception not taking incoming calls.