

DAYBROOK MEDICAL PRACTICE

UPDATED POSITION STATEMENT ON OUT PHONE SYSTEM

Since my last update in March, I can report that NHIS have been out to visit us.

They have now tweaked the configuration of our phone system. There were only small changes, but there does appear to be some improvement. I am almost unwilling to admit this for fear that the system will let us down again.

We have met with the Patient Group both before and after the NHIS update and they reported that they had not been made aware of any major problems by any patients.

I feel we should wait a little longer before we say that the system is working exactly as we would like, but I do have to admit that there has been progress.

If you have experienced any particular problems over the last few weeks, we would be really grateful if you would let us know. We feed these incidents back to NHIS and they do try to investigate.

Going forward, we would value your input and I believe that the Patient Group are proposing to set up a Patient Survey to collect your experiences and thoughts on the phone system, and a couple of other things. Your co-operation in completing the survey would really help us, so I hope you will feel able to participate.

In the meantime, I do hope that the phone system remains on course and that we do not experience any major problems.

Thanks for your patience.

Sheila Parkes

Practice Manager

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