

DAYBROOK MEDICAL PRACTICE

UPDATED POSITION STATEMENT ON OUR PHONE SYSTEM

For the latest update, I thought I would forward verbatim, the latest statement I have received from Nottingham Health Informatics on our phone system:

'We have now appointed a head of telecoms and infrastructure whom will be leading our telecoms team and supporting the implementation of a better service and hopefully a whole much better experience.

We are also reviewing our relationship and contract with the 3rd party retainer.

We are working on a number of key changes recommended to us by HCI whom you met around different routing, configuration etc to bring us and yourselves to where we believe we should be and provide excellent service and experience at long last to you.

I can only apologise for all that has happened before and assure you we are working round the clock to ensure no one experiences loss of service and provide assurance our platform is fit for purpose.

Charla will be in touch to arrange for myself to come and see you and have a catch up and let me talk you through future developments and try and rebuild our relationship. I hope you are able to accommodate my visit as what you have been through over the last 2-3 years with the phone system is not the standard or experience we expect from our service.'

I do hope things improve in the very near future. Please be assured I will keep you updated on any progress.

Thanks again for your patience.

Sheila Parkes

Practice Manager

March 2017