

## EVERY APPOINTMENT COUNTS

### UPDATE TO OUR TELEPHONE SYSTEM

We have carried out some research into the number of appointments where our patients '**did not attend or cancel**' their appointments in the month of Dec 2016.

The number of appointments made that were subsequently not attended or cancelled by our patients is detailed in the table below.

Minutes lost	Hours lost	Days lost	No. of Appointments lost
6801	113	15	548

The time lost by our GPs and clinical teams when Patients do not attend or cancel their appointments impacts on our ability to offer a high quality service to **you**, our Patients at a time that **you** need it and for you to be able to see **your** usual GP.

We have received complaints and concerns from our Patients as they have not been able to make an appointment and to see their usual GP or Nurse as we have no appointments available at the time of their request.

We are aware that it is sometimes difficult for you to advise us that you wish to cancel your appointments and have taken action to make this easier for you.

As part of our process of continuous review and improvement, we have made some further revisions to our telephone system.

These will come into effect on 1 September 2016

The improvements are as outlined below;

#### Appointment Line

- On connection you will hear the following message *Welcome to 'Boroughbury Medical Centre' appointment line. Please listen carefully to the following Options. Press 1 to book an appointment. Press 2 to cancel an appointment, you will then be asked to leave a message and provide your name, date of birth and appointment details.*

#### All other lines remain unchanged.

We are committed to ensuring that our telephone system meets the needs of our patients and therefore we will continue to refine the system through patient consultation.

Thank you