



You Said...

You informed us that you found it frustrating trying to contact the surgery and hearing an engaged tone.



We Did...

We implemented a new telephone system that puts callers into a queue. Callers are informed on a regular basis what number they are in the queue rather than hearing an engaged tone. Patients much prefer this system as they can chose to stay on the line or hang up and call at a later time if there is a high volume of calls.



You Said...

Patients requested a more convenient way of contacting us regarding non-urgent issues.



We Did...

We now offer a new online patient triage service where patients can contact us via a link on our website for non-urgent medical and administration queries. We haven't been offering this service for long however feedback so far has all been positive. Click here for details [Florey \(\[accurx.com\]\(http://accurx.com\)\)](http://Florey(accurx.com)



You Said...

You informed us that you wanted to be kept up to date with any changes to the practice.



We Did...

We have spent alot of time building up our Social Media presence via our Facebook page www.facebook.com/sothallmc and currently have over 1000 patients following our page. This has been a great tool to interact with patients and to keep them up to date with changes within the practice, particularly during the pandemic. We also found it invaluable to keep patients informed on the COVID Vaccination programme we are currently running at Beighton Health Centre.



You Said...

You said calls were getting stuck in the phone system and ringing continuously for a long period of time before being answered.



We Did...

We installed new software that allows us to see how many callers are waiting at any time and how long they have been waiting for. This helps us to see if any callers have been waiting for longer than others and enables us to retrieve them. This ensures calls are answered fairly and not stuck in a loop.