

Telephone update July 2024

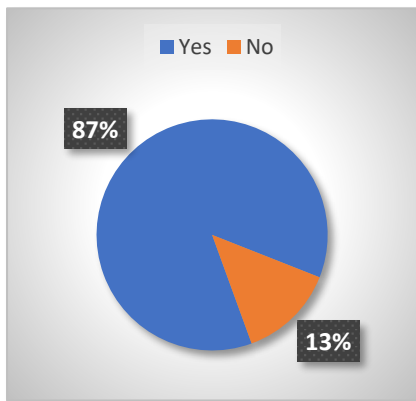
In February 2024 we sent out a questionnaire asking 3 questions regarding access to the surgery

We want to thank the 1248 patients that responded for taking the time to help us to better understand what you would like to help you gain easier ways to contact the surgery

The results were as follows

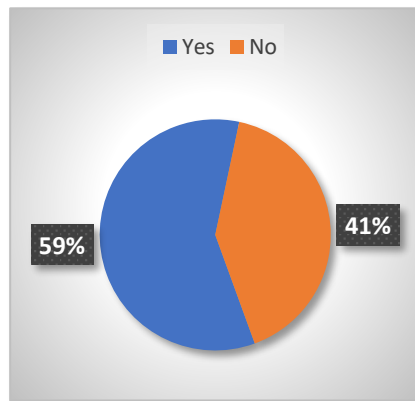
Would you use a call back facility?

If you had the option to end the call but stay in the queue waiting for a call back would you use it.



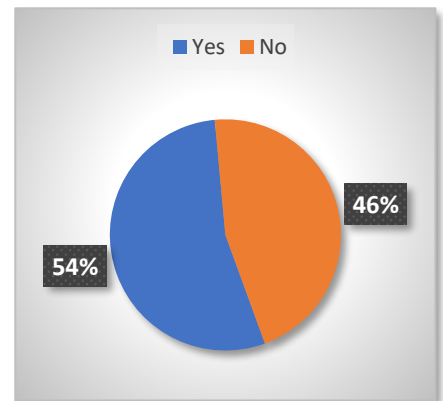
Would you like a longer call Queue?

The current maximum number of people in the queue is 10, if the option became available do you feel you would rather have a longer call queue instead of an engaged tone?



Are you aware there are other ways to contact the practice?

We have an online triage which can be accessed via our website and the NHS app.



How we responded

We can now announce that from **11th July 2024** you will now be able to make use of our call back facility enabling you to hold your position in the queue without waiting on hold.

This will be available on our appointment line (option 1) only.

Following consultation with the Patient Participation Group (PPG) the decision was made to extend the call queue to 30 patients. For more information on the PPG click the link below

[Patient Participation Group - Old Station Surgery](#)

Following on from this We sent a message to all patients making them aware of our online triage facility and where to find it. We regularly remind patients over the phone or when seen face to face.