

A1. There have been issues with the telephone system. Shifnal & Priorslee Medical Practice have had an ongoing project this year which necessitated a review of the functionality of the telephone system. We have worked with the telephone provider and trained staff including those staff on short term contracts and as a result we are confident improvements have been made.

Q1. 'I cannot get through to the surgery on the phone'?

WE DID

Q2. I work, why can't I book an appointment in advance?

YOU SAID

A2. There have been issues with the appointment system. Shifnal and Priorslee Medical Practice have had an ongoing project this year which necessitated a review of the appointment system. There have been several NHS initiatives over the years which changed how general practices managed their appointment systems with various degrees of success. We have worked hard to overcome the consequences of this as well as a number of significant challenges which impacted on appointment availability including the retirement of a popular and long standing GP Partner, difficulties with recruitment and a rapidly growing practice population. We offer patients pre-bookable appointments between 7am and 8am which people who work may find of benefit. We also offer same day appointments, a duty doctor clinic to review calls coming in and urgent cases can be seen same day. We have increased the number of appointments with the Advanced Nurse Practitioners so that we can telephone patients rather than asking patients to book an appointment at the surgery. We have increased appointments available to book on line and trained staff including those staff on short term contracts in signposting patients to alternative services e.g. NHS 111, Pharmacists, pre-bookable evening, weekend appointments at a surgery within the locality. We are confident in the improvements made this year to the appointment system in response to patient feedback.