

During the months of February, March and April the PPG organised a survey that focused on phone calls coming into Reception of Milford and Wistaria Surgeries.

PHONE CALLS TO RECEPTION (Milford and Wistaria Surgeries)

**SURVEYS CARRIED OUT:
4-8 FEBRUARY and 18-22 FEBRUARY
25-29 MARCH and 1-5 APRIL 2019**

INCOMING CALLS: 4-8 and 18-22 FEBRUARY	CALLS EACH WEEK	PPG OBSERVATIONS
Total calls to reception	1467 and 1281	No wonder you sometimes can't get through! 48% of calls are taken before 10am so wait until after this if it's not urgent
Calls to make a GP appointment	657 and 689	Make your own appointment online
Calls to make a nurse appointment	99 and 72	Appointments for asthma, diabetes, cardiac, women's health are available on line. You still need to phone for some appointments with the nurse, so reception can book the correct duration of time needed.
SUBSEQUENT SURVEY IN MARCH:		
Percentage asking for an urgent GP appointment	59%	The surgery will triage all on-the-day requests; some may be dealt with over the phone. If not, the GP will make you an appointment for that day or later on dependent on your call.
Percentage asking for a routine GP appointment	35%	Make your own appointment online
Other appointment requests	6%	e.g. from NHS 111, The Practice

PRESCRIPTION QUERIES: SURVEYED IN APRIL:		
Calls about prescriptions	137 and 138	
Percentage asking Is it ready? Where is it?	50%	Allow two full working days for your request. If it's urgent see your pharmacy.
Re-order requests	31%	Re-orders are never accepted by phone. This is the GPs' request and not an admin staff decision. Errors can occur by mis-hearing or mis-spelling items, strength preparation etc.

Run out?	11%	Pharmacy can re-order automatically or organise an early supply
Forgotten to take on holiday?	2%	Order early

IDEAS TO REDUCE NUMBER OF CALLS ABOUT PRESCRIPTIONS:

- Nominate your favoured pharmacy, so you know where to collect it
- Your nominated pharmacy can be near where you work
- If at a temporary address you can nominate a pharmacy in the area
- Phone the pharmacy, not the surgery, to find out if it's ready
- Re-order online (not possible with some medication)
- Re-order using the on-line ordering service
- Re-order by coming in to the surgery with your repeat slip
- No repeat slip? – reception have ordering forms for you
- Don't try to re-order by phone – it won't be possible!

WHY NOT REGISTER FOR ONLINE ACCESS SO THAT YOU CAN:

- Book GP appointments
- Cancel GP and nurse appointments
- Check your appointment time and who you will be seeing
- Re-order your medications
- See your test results
- Have instant access to your medical history wherever you are (this needs a further form to be filled in)
- See past and present medical problems (major and minor), vaccinations and immunisations, past and present medications