

As a Practice we listen to your views



You said.....

‘ We find it really difficult to contact the Practice on the telephone as the phone lines are always busy’



We did

AS A RESULTS OF RECENT PATIENT COMMENTS THE PRACTICE HAS INTRODUCED THE ASKMYGP SERVICE. THIS DIGITAL SERVICE ALLOWS PATIENTS TO CONTACT THE PRACTICE WITHOUT CALLING INTO THE PRACTICE, THEREFORE REDUCING WAITING TIMES FOR PATIENTS TELEPHONING THE PRACTICE.

ANOTHER BENEFIT TO THE ASKMYGP SERVICE IS THAT PATIENTS/CLINICIANS ENCOUNTERS CAN BE COMPLETED REMOTELY USING THE SYSTEM, MEANING THAT PATIENTS DO NOT NEED TO ATTEND THE PRACTICE. IF PATIENTS NEED TO ATTEND THE PRACTICE FOR A FACE TO FACE REVIEW THIS WILL BE ARRANGED BY THE CLINICIAN

