

**DR A M BROOM
DR D R WARD
DR K SHELLY
DR H MAXWELL-JONES**

Surgery: 01335 300588
Fax: 01335 300178

**THE SURGERY
CLIFTON ROAD
ASHBOURNE
DERBYSHIRE
DE6 1RR**

Telephone System



When you ring the surgery you are currently greeted with:-

"Welcome to the Surgery, Clifton Road"

You are then offered 4 Options:

- Option 1 - Emergencies
- Option 2 - Appointments
- Option 3 - Test Results
- Option 4 - Dispensary
- Option 5 – Listen again

After discussion, the Reception team suggested removing the emergency option and changing it to:

- Option 1 - Dispensary
- Option 2 - Secretaries
- Option 3 - Test Results
- Option 4 – To make an appointment
- Option 5 – Listen again

We would hope that more patients with dispensary, test result or referral queries will choose the option to be dealt with by the right team, as this would potentially free up Reception from call handling (and so speed up answering of calls and dealing with patients at the frontdesk).

With regards to the emergency option, I haven't yet spoken to the Partners yet to seek their opinion, and it is possible they will think it necessary to retain. However, I do know they will be interested in the patient perspective. The emergency option calls go to a slightly larger team, consisting of the main receptionists plus anyone else who is in in the admin team.

The rationale to consider removing it as an option is as follows:

- We know that if the phones are ringing and the Frontdesk team is already on a call or with a patient, whoever is in the back office does pick up the phone already if they are able
- The definition of an emergency – life threatening emergencies shouldn't call us, but 999 (often those who do call with a life threatening emergency don't recognise it themselves, don't 'want to bother anyone' and don't select this option anyway). Also it might reinforce to those people who

**DR A M BROOM
DR D R WARD
DR K SHELLY
DR H MAXWELL-JONES**

**THE SURGERY
CLIFTON ROAD
ASHBOURNE
DERBYSHIRE
DE6 1RR**

Surgery: 01335 300588

Fax: 01335 300178

think they should call us in a life threatening situation that they should call us, instead of 999, which would lead to a delay in calling an ambulance (unlike 111, we cannot transfer patients directly)

- Other emergencies are usually to do with same day appointments being necessary. We find that most calls (if not all) via the emergency option are for standard requests to make an appointment

I have checked Ashbourne Medical Practice telephone options as a reference (at 4pm), and when I pressed 1 for emergency I was put on hold – which is no reflection on them, but highlights that unless you always have more staff manning the phones than telephone lines in (not financially possible), this will always be a possibility.

Any thoughts/suggestions are very welcome.

Many thanks

Rachel