

The Grange Medical Practice Newsletter

Results of the patient survey are in and we are well aware that there are some areas that we can improve.

Here's what you've said, and what we're doing in response to your comments and feedback:

You said...

We...

“I can't get through on the phone”



Installed a new phone system

After a long battle with the current provider about their service not being fit for purpose, we've installed a new phone system with a queue system to inform patients of how many people are waiting in the queue.

Employed more admin staff

We've taken on a number of new Patient Care Advisors. With more people answering the phones, we have reduced patient waiting times.

Proactively monitor call waiting times

Our current average waiting time to get through is just 45 seconds at the start of the day, and 3 minutes in the afternoon. This can be affected by staffing levels and complexity of queries. We are also having a screen installed in the admin office to display current waiting times. This will allow us to monitor call waiting times in real time and react to larger queues by allocating more staff members onto the phones when required – similar to supermarket checkout “queue busters”.

“I'm not happy with the way my query or problem was handled by admin staff”



Review calls for quality assurance

Calls are regularly reviewed by management and discussed with individual staff on a one-to-one basis every week, to review our level of customer service.

Make continual improvements

We have a system in place which makes sure any patient feedback is passed to management and any issues are brought up at team meetings. This makes sure that we are consistently

responding to feedback and making positive changes and improvements.

“I can’t get to see the GP of my choice”



We try to book patients with the clinician of their choice where possible

As a GP practice we are the largest multi-disciplinary team in Huddersfield. This means that staff are all trained to ensure patients are dealt with at the right time by the right person.

Patients can find our appointment system quite different if they have come from a smaller, single-handed GP practice and we will do everything we can to help those patients transition and understand how our service works.

“I can’t get an appointment”



We’ve brought in eConsult allowing patients to get medical advice by the end of the next working day

Patients now have 24/7 access to General Practice services via online services and the eConsult package (via our practice website).

If you need help or advice, you can submit an eConsult 24 hours a day and we will ensure it is processed by the end of the next working day.

Patients no longer have to wait over a week to be seen or get advice.

Once we receive your eConsult a clinician will contact you by telephone, they can advise, prescribe and refer over the phone. You may be asked to send a photo or participate in a video consultation if appropriate, but the clinician may ask you to come in for a face-to-face appointment if necessary.

If you are unable to fill out an eConsult online yourself, please ask a friend or family.

Practice staff are more than happy to support you with the eConsult process, but please be mindful we have a large volume of incoming calls to deal with and there may be a slight wait for us to call you back and support with the eConsult. We aim to help patients complete all eConsults by the end of the next working day.
