

Good practice example - GP Telephone Messages

February 2019

Using patient feedback of a good example of a surgery's telephone message, we have explored with the medical practice how they came about changing the message and what they now have.

The patient shared:

I had cause to contact your surgery today and was impressed by the telephone message, reception response -as this gave me a clear explanation and managed my expectation well. This was followed by a prompt triage call from the nurse. All very efficient and impressive - thank you.

Practice experience

We provided the patient feedback and the Practice Manager shared with us:

We used to have a very long message with 8 options. We found most calls ended up to the same phone and it took almost 2 minutes to get through the message and options list. Also, we cut it back first thing in the morning, when we are most busy to just urgent matters and appointments.

I cannot take the credit for all of this - worked it through with our Patient Reference Group to make it as simple as possible.

Their current main message, which runs from 8.00am to 8.30am is:

Thank you for calling Poundhill Surgery. Please be aware calls may be recorded. For emergencies and appointments please hold the line to be connected. For all other enquiries please call after 8:30am.

Their message, which runs from 8.30am onwards:

Thank you for calling Poundhill Surgery. Please be aware calls may be recorded. To deal with your call effectively please choose from the following selections. If you are calling for an appointment a member of the reception team may ask you for a brief description of the problem. This will ensure that you are booked in with the most appropriate person to help you.

Press 1 for Appointments

Press 2 for Test Results

Press 3 for Referrals

For all other enquiries please hold.

The Patient Manager has offered to have a chat with GP colleagues and went on to say:

This has really made life easier for us and better for the patients.