



“You Said” – “We Did” 2021- 2022

We have recently had feedback from patients via our Friends and Family Test.

Humber Primary Care	
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<p><i>June 2022</i> <i>Urgent medical treatment should be seen by doctor of the day rather than calling 111 which take ages for them to answer</i> <i>(F&F)</i></p>	<p><i>June 2022</i> <i>As Humber Primary Care from July 18th, we will offer on the day appointments for urgent medical needs. We will have a duty GP and up to three ANPs, a duty nurse and HCA, all on the day for immediately necessary care.</i></p>
<p><i>July 2022</i> <i>Have more telephonists</i> <i>(F&F)</i></p>	<p><i>July 2022</i> <i>Two administration staff are joining the HPC team from Fieldhouse in August and interviews are taking place for a new administration vacancy.</i></p>
<p><i>August 2022</i> <i>More call handlers to reduce call cue</i> <i>The telephone system, waiting times are too long</i> <i>Get someone to answer phones quickly at practice 2</i> <i>(3xF&F)</i></p>	<p><i>August 2022</i> <i>Interviews have taken place and 5 new administrators have been appointed.</i> <i>2 administrators will be working at Providence Place.</i> <i>3 administrators will be at Station Avenue, they will be working on the phones to reduce call waiting times, booking appointments from Engage consult, emails, and tasks.</i></p>

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<p><i>September 2022</i></p> <p><i>I have to wait in the telephone queue for ages, just to cancel an appointment.</i></p>	<p><i>September 2022</i></p> <p><i>We have a system where patients who receive a text message reminder can reply ‘CANCEL’ and their appointment will automatically be cancelled from our system if they are unable to make an appointment to save them waiting in the telephone queue.</i></p>
<p><i>October 2022</i></p> <p><i>Better ways to access the surgery, I wait ages on the phone</i></p>	<p><i>October 2022</i></p> <p><i>Our clinical staff are having training on Engage consult. We can then promote this site to patients and offer more access.</i></p>

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