

Share  
your  
thoughts

We're  
listening

We did

You said

- It was difficult to get through to the practice when calling?
- There were not enough appointments?
- Ordering repeat prescriptions online?

We have installed a new upgraded telephone system, which included call waiting and call divert to ensure we do not miss your calls. This will help us reduce call times and allow more patients to call and get answered. Although we have enough staff, we are in the phase of monitoring our incoming calls to ensure we have the right amount of staff allocated for our shifts to support the demand of calls received.

We regularly monitor the amount of appointments available and reviewing demand to ensure that future recruitment planning for clinical staff [doctors, nurses & healthcare assistants] is available to support the number of appointments available. We have a new practice nurse and we have already increased our sessions for our clinical pharmacist.

Promoting our online services has received very positive feedback. It allows patients to book appointments, request repeat prescriptions and view their basic health data. Please download MyGp App and try today. If you require assistance please speak to the receptionists who will be happy to help.

WE'RE  
LISTENING

Tell us what you think and  
help make us even better



*Dr Kulshrestha's Family Practice*

