

## Patient Information



### **You said**

Waiting time for an appointment is too long.

### **We did**

An extra doctor was appointed in November 2014. We appointed a pharmacist part time in November 2014 to take some of the work load away from the doctors to give them more time for seeing patients.

### **You said**

It is difficult to get through on the telephone

### **We did**

We upgraded the telephone system and reconfigured the options so that if you want to speak to a particular branch you can do so by selecting the one of your choice by pressing a number on the pick list.

### **You said**

Some receptionists are not helpful

### **We did**

We are in the process of organising some customer service training aiming to standardise how you are dealt with via the telephone or at the reception desk.