

Patient Group Sub-Committee Meeting

Tuesday 1 October

Telephone Consultations

Present: C Edwards, Dr Gallagher, S Parkes & H Sinclair

Apologies: S Lane

Discussed ideas GG had suggested for taking telephone consultations forward. CE concerned if appointments time specific patients will be waiting around for the phone to ring, and if GG running late they could be waiting a long time. Felt it would be better to give a time scale. CE asked what would happen if all the telephone appointments were not taken up on certain days. GG explained these could then be changed to face to face appointments. CE then went on to ask if a patient had a telephone consultation and then GG felt they did in fact need to be seen how soon could the patient be seen, GG would book the most appropriate time, if urgent he would see them the same day or the following, if routine the next available pre bookable appointment.

It was agreed that a proportion of the telephone consultations would be available to book up to 4 weeks in advance, the rest on the day.

GG strongly felt it should be the patient's choice as to whether they felt their reason for wanting an appointment was something that could be dealt with on the phone or face to face. He did not want the patient to feel pressurised into doing either.

CE felt telephone appointments for the right patients could work and would save patients coming to the surgery unnecessarily. Ideally GG would like to have 5 telephone appointments in the morning and 3 in the aft/eve surgeries. This would be a trial initially but if goes well he would like to carry on with it.

HS will discuss with Lisa Smith how the receptionists would handle these calls to ensure everyone is asking the same questions. HS will look at the rotas and see how the appointments could be slotted in.