

DAYBROOK MEDICAL PRACTICE

UPDATED POSITION STATEMENT ON OUR TELEPHONE SYSTEM

I thought it was time I updated you on the position regarding our phone system.

During the last 3 months, there have been several small glitches with the system, but we did not lose the system for any length of time. Each time there is any service failure, we immediately escalate it to the management of Notts Health Informatics Service.

We think this has some effect, as NHIS have now commissioned HCI Group, an organisation that specialises in the developing IT systems for healthcare settings, to investigate what might be going wrong with our system.

We see this as a very positive development but are still guarded about our response, as we have been let down so many times previously.

HCI Group have met us here at the practice and have taken away lots of information as to what we feel is required from our phone system.

As soon as we receive any update, I will update you again.

Thanks again for your forbearance. Let's hope 2017 is the year this problem is resolved.

Sheila Parkes

Practice Manager

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