

DAYBROOK MEDICAL PRACTICE

POSITION STATEMENT ON OUR TELEPHONE SYSTEM

As you are no doubt aware, over the last few years, we have had numerous problems with our telephone system.

We had hoped the latest development in July 2016, would put an end to this, but on 31 August, our phones were out for a whole day.

The problems have been escalated to the senior management of Notts Health Informatics who are responsible for the installation and maintenance of the system. They are again investigating why the problem occurred and aiming to prevent a recurrence.

Again we have to ask for your patience and understanding. Our suppliers are promising permanent solutions in the near future, but we will not promise anything until we have seen the system work well for a prolonged period.

We look forward to telling you about an efficient phone system in the not too distant future.

Just as a reminder though, if you do not need to book an urgent appointment for the same day, please consider calling later in the day when phone lines are less busy.

Thanks again for your patience and understanding.

Sheila Parkes

Practice Manager

September 2016