

DAYBROOK MEDICAL PRACTICE

UPDATED POSITION STATEMENT ON OUR PHONE SYSTEM

Since my last update in June, I have to say that we are really starting to believe that the system has improved.

The number of patient complaints has all but fizzled out!

We are aware that some of you dislike the voice that delivers the welcome message you hear when the phone is answered, but not a majority.

We are still wary of announcing that the phone system is OK now, and we would still be really grateful if you would let us know if you have experienced any problems, however small.

We would also like you to contact us with any other problems you are experiencing with any of the services we offer.

We may well be unaware unless you tell us.

Thanks again for your patience and understanding during what has been a very prolonged and tedious time.

Sheila Parkes

Practice Manager

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