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Email comment author:

**Web Administrator** | 6-Mar-14 09:56

RESPONSE FROM THE SURGERY

Thank you for the very constructive comments.

Response to posting 25.2.14

Exwick Health Centre will be separate to St Thomas but the "auto attendant options" will be the same relating to the Exwick GPs.

It is not intended to mail shot patients but we are currently looking at the best method of communicating the new system to patients.

Regarding overriding options - yes you will be able to jump ahead if you know what you require.

Response to posting 22.2.14

Experience shows that patients will select "Medical Emergency" if someone is feeling very ill.

However, there will be an option just to hold and speak to the next available operator if the caller does not wish to select an "option".

All the auto attendant options will be monitored and adjusted to suit the working practice of the Health Centre and the requirements of the patients should this be necessary.

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Email comment author:

| 25-Feb-14 10:37

This A4 sheet does not state the phone number that you call. The 8 GPs shown clearly do not include those based at EHC. Is there another sheet for EHC?

Will the appropriate sheet be sent to all patients by email, as well as made available in hard-copy. If my GP is Dr A.Godwin, for example, can I press 7 to override "Press 1 for Dr D Kernick", etc while it is playing.

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Email comment author:

**Anonymous** | 22-Feb-14 16:32

It looks very good, but option 4 especially concerns me a little. If someone felt so ill that they needed to speak to a GP or have a visit, they probably don't care who they speak to. There is no option for 'anyone at all'. What if it's a day when a particular GP is not there? What happens then? Is the call diverted to someone else? Also, if you want Dr Bradley-Smith (option 8), that's a lot of options to go through - I'm thinking of people who are elderly or feeling very poorly. There probably is no other way to deal with this, but I thought I would mention it.

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Email comment author:

**Web Administrator** | 13-Feb-14 15:36

As far as I can see it should be very satisfactory.

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Email comment author:

**Anonymous** | [15-Sep-13 19:36](#)

The telephone options seem well considered. However, if you press 4, will you automatically be given the next choice of numbers to press? ie 1 for Dr Kernick and so on? On what basis does a patient then choose? The GP they prefer that day or the one they are registered with? What if a patient really doesn't care what GP phones back or comes to visit? It might be best to say 'press the number for your own GP'. This section needs to be made clear for patients.

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Email comment author: | [14-Sep-13 13:57](#)

Will a call to speak to a secretary always force you to go to the second level and choose a GP? If so, will there be a dynamic system that reflects who is covering which doctors today, with provision for when this information is not up to date? There is a similar requirement if more than one person is handling visits or calls.

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Email comment author:

| [14-Sep-13 13:49](#)

The telephone menus proposed look good. Will the 2 surgeries keep their different phone numbers, with Exwick HC customers hearing a second level menu that lists the Exwick based GPs?

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Email comment author:

| [13-Sep-13 15:49](#)

I think the proposal is quite acceptable