

Clifton Medical Centre – new Telephone system

We were aware of issues relating to our existing phone systems, (as evidenced in poor feedback on the national patient survey re telephone answering & complaints from patients, especially re calls to Wickersley being unanswered)

Following an offer by the CCG to fund a hosted phone system we, (like most Rotherham practices), are in the process of changing our phone system this week, (wk commencing 28th June 2021), for **BOTH sites**

The **main patient phone no, (01709363950)** will remain

What will change?

ALL calls will come to Doncaster Gate, (the Wickersley number, (01709 544000), will have a message for an agreed period of time informing callers to hang up and to ring our main number)

Calls can be transferred '**internally**' **between the sites**, so any incoming calls that need to go to a Wickersley extension can be transferred from Doncaster Gate

Each extension will have its **own external line**, so there will be no issues getting an outside line, (which has been a frequent problem for our clinicians and staff), as we increase the number of contacts/ consultations by telephone, something that we expect will continue long after the end of the COVID

There is also the **capability to 'work from home'** where needed for our clinicians and staff

We will be making use of **Press 1)** to cancel an appointment, **2)** for a repeat prescription, **3)** to make an appointment, **4)** for Secretaries and **5)** for Admin & Managers with an answerphone facility on some of these extensions so that messages can be left when there is no one available to answer the call, (although we do recommend, where possible, the use of online access for prescription ordering)

Fax lines – these will cease and the machines have been disconnected/ removed

We will continue to have

Call Queuing, (with Clifton welcome message), for patients phoning the practice

Call recording on most extensions for staff training and occasionally used as part of a Complaint investigation

The proposed system addresses the current issues that we were aware of whilst, hopefully, it will significantly improve our patient service

Please bear with us in this transition period