

**You said...**

PPG member - The reception screens are not easily visible when a Doctor calls a name for the next patient.

The waiting times for appointments can be up to 3 weeks.

PPG raised the car parking is a problem since the merger of Birtley Lane, what is the practice doing about it?

**We responded...**

Larger TV type screens replaced the old “dot matrix” style screens in March 2020.

The PPG group looked at reasons why including the volumes of those who did not attend (DNA) a booked appointment, wasting an appointment and GP time. During the Corona virus pandemic E-Consultations have been introduced to keep our patients and staff safe. This is working really well with patients being triaged within 24-48 hours. Patients are not waiting for apts as the Clinicians are able to see the same or next day if required. The DNA rate has dropped considerably.

The introduction of the E Consultations has reduced the amount of patient attending the surgery and has proved more parking spaces.