

# BIG NEWS AT CMP



## PHONE LINE IMPROVEMENTS

The reception team have put a lot of hard work into answering calls more quickly. We have utilised new technology in the phone system to automatically log more receptionists into the phone at the busiest times, which has helped reduce the average wait time to under 3 minutes. It's important to remember that our reception team don't just answer the phone: they administer your prescription requests, book follow-ups on behalf of the clinicians, deal with a thousand letters a week from the hospitals and community services, and process new patients and leavers. Sometimes when you phone you get a 'line busy' tone – unfortunately this is out of the control of the practice and is due to the servers of our phone providers being overwhelmed at 8am (as they deal with thousands of practices nationwide). We have been assured they are urgently working to increase capacity.

## PATIENT FEEDBACK

We recently did a survey of a cross-section of patients, to inform our future planning. The key themes were that while the practice is improving, there is still frustration about call wait times, and getting a face-to-face appointment. We hope the recent improvements to the phone will help, as well as our new GPs, and the vast majority of on the day appointments are now face-to-face.

## KEY POINTS: -

92.2% felt good about the clinician during their last appointment.

80.9% felt the receptionist was helpful last time they phoned.

71.3% said their last appointment was face to face.

67.3% felt the practice had stayed the same or improved in the last 12 months.

## KAREN MOVES ON AFTER 40 YEARS

We are sad to say that our longest serving member of staff, Karen from Reception, has decided to leave the practice after an amazing 40 years serving patients in Cheadle. We wish her all the best and a well-deserved rest!



## DR MEHTA'S TAKING A YEAR OUT

Dr Mehta will be taking a year's sabbatical from the practice to work on updates to medical technology which will benefit patient care nationwide. We wish him all the best and already can't wait to have him back!

## SOMETHING NEW

Dr Nicole Wild has taken the decision to stand down as partner at the practice. We wish her all the best for the future.

We are delighted to welcome a new GP to our Partnership, Dr Kathryn Yeates, who has been a Salaried GP with us for many years. Dr Yeates will be joining the Partnership from 1<sup>st</sup> April.

We would also like to introduce two new permanent GPs to the practice – Dr Lucy Hyde, who has been a trainee here; and Dr Asra Anjum, who has recently moved to the area. *Welcome to both!*

## PPG MEETINGS

Unfortunately, we have not been able to hold any Patient Participation Group (PPG) meetings as the member of staff who runs the PPG across our network of local practices is unwell - we hope to be able to get these going again soon. In the meantime, we are encouraging feedback through our patient survey and friends and family test.