August 2024 Kildonan House Issue 5

**PATIENT NEWSLETTER**

In August we have welcomed our new rotation of GP Trainees. We would like to welcome

Dr Uddin, Dr Umar, Dr H Patel,

Dr Al-Khazraji, Dr Henry, Dr Hunter

**Patient Charter**

**Telephone answering.**

The target that the practice is aiming for is for the telephone to be answered with 2 minutes for 90% of calls.

We have completed an audit and 94% of calls have been answered in under 2 minutes and so the standard was met.

**Next available appointment with a GP or advanced practitioner**

The target here is that an appointment should be available within 3- 5 days. We measure this by looking at the 3rd available appointment with a GP or AP. We conducted the audit 26 times and the target was met.

Subsequent areas we intend to look at include ordering of repeat prescriptions and completion of medical forms submitted to the practice e.g. insurance and holiday cancellation forms.

If you have any areas, you would like to suggest please leave a note at reception.