

Healthwatch Sunderland have received a written response from the GP Alliance, providing monthly performance reports to highlight the effort and commitment of the practice teams to improve the telephony service as quickly as possible.

They also advise that on a Weekly / Monthly basis they have for the last 6 month been looking at their call volumes and abandonment rate to improve patient contact / ease of access to the service, Month by Month they compare figures and look at the following:

- Resource Levels – Do we have adequate amount of cover for the busy periods IE opening at 8am
- We have been working to reduce our abandonment rate % month by month
- Signposting Patients who have access to Online Services
- Looking at IVR Booking with our Telephone Provider
- Promoting Self Care if not an Emergency
- We have introduced Screens in each Practice to monitor queues and look at Demand across the day

In addition they have been most helpful to the HWS team in providing information are very welcoming for future visits to discuss the improvements they have been working on.