

1<sup>st</sup> July 2019**Wenlock Terrace**  
Head Office  
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Fulford  
York  
YO10 4DU

Dear Patient,

T 01904 754900  
F 01904 670506

As you may know, over the past 12 months we have experienced a number of issues with our telephone system that have sometimes made it difficult for you to contact us in a timely way.

In light of this, we have been reviewing options to improve our service to patients.

A working party made up of patients and reception staff have been looking at alternative systems, visiting other GP Practices to best identify successful telephony models. Their conclusion is that we should change our current provider and install a new system with extra functionality that is more convenient for you and more informative for us.

We are aiming to try and make the switch this summer when our service load is normally quieter. The new phone system is expected to go live w/c 22<sup>nd</sup> July 2019. There may be some short-term disruption as we change over, but we will try our utmost to keep it to an absolute minimum.

Once installed, the new system will boast features specifically designed to improve access and patient experience, including a queueing system. There will still be times of the day when we experience a higher volume of calls, but the system will provide more information about where you are in the queue and—at peak times—it will give you the option to request a call back as soon as a member of the reception team becomes available.

Importantly, the system selected collects data about call volumes that will give us a more accurate picture of demand peaks and troughs, meaning we will be able to allocate call handling staff time more effectively and allow us to deliver a more well-rounded service.

We also hope that with an improved telephony service we can decrease our rates of patients failing to attend their appointment without telling us as this currently accounts for around five and a half hours of clinic time every week. This would greatly increase the quality of urgent care available on the day.

We are confident these changes will improve the overall experience for patients and for our staff.

If you want to know more about these planned changes or any other aspect of our services, please do not hesitate to ask a member of the reception team next time you speak to them or leave a comment at [www.unityhealth.info](http://www.unityhealth.info).

Our telephone number is remaining the same 01904 754900.

Kind regards

The Partners