

## **Why is the telephone queue only 30 people?**

We currently telephone triage all of our same-day and pre-bookable appointments meaning a clinician will call you back to discuss your medical issue. We do this as most issues can be sorted out over the telephone but if you are required to be seen face-to-face then this is also available after the telephone consultation.

08:00hrs is when our contracted services and telephone lines open and is the busiest time of the day for our reception team. The telephone queue can hold a maximum of 30 callers. In November 2019 we had received many calls from frustrated patients claiming they were in a queue for such a long time only to be told there were no same-day appointments left. We liaised with our telephone provider and agreed to put a message onto our telephone system informing patients that all same-day appointments had gone to save them queueing needlessly; the restriction was that only new callers would receive this message and the patients already in the queue could not hear this. Therefore, the decision was taken to reduce the queue from 50 callers to 30 so more patients would receive this message. This change was agreed with our Patient Participation Group. We do acknowledge this can also be frustrating so we thank you for your patience on this matter.