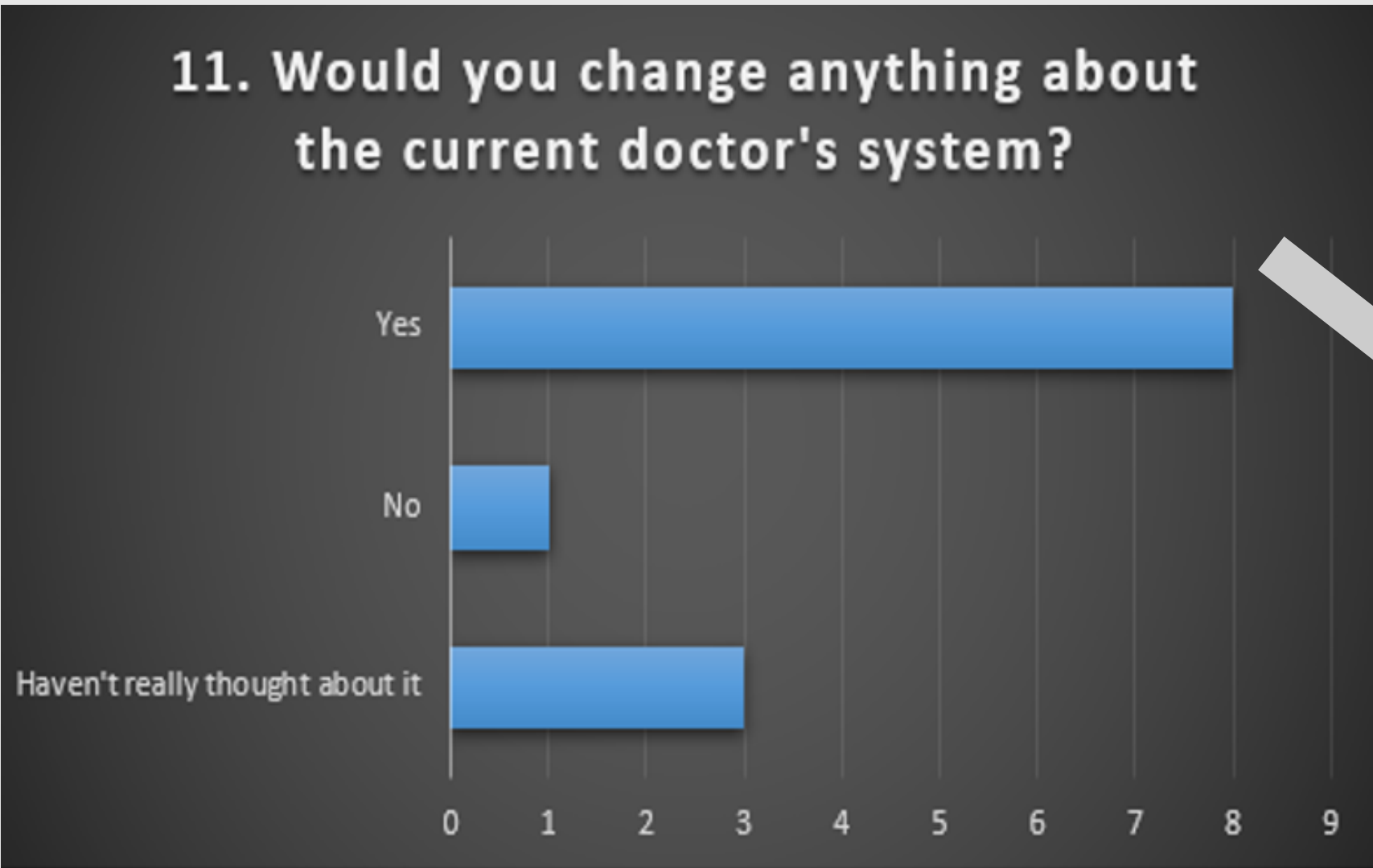


Can GP appointment systems be improved regarding patient contact times?

Introduction

The existing GP appointment system, as well as patient waiting times and their implications, were investigated, and a new GP appointment system was designed and implemented. Following that, the project was assessed, concluded, and recommendations were made.



Conclusion

The findings from the questionnaire supported the projects research and review of literature. Based on these findings, the biggest issue with the GPs system was no appointment times were being provided, a lot of people were dissatisfied by not knowing when they would receive a call from the doctor. This problem should be resolved as part of the project's development. Some of the findings were quite surprising such as the majority of those who completed the questionnaires chose to phone and speak to a receptionist rather than use the AskmyGP online service, as common belief would suggest that the younger generation would have chosen the online option. However, a few who chose the phone option stated that they did not have access to the online service where they live. If this were to be rolled out across the country, more people may choose this option, making this development beneficial. Referring back to the project question of 'Can GPs appointment systems be improved regarding patient contact times?', the answer is yes, they certainly can be improved by providing the patients with appointment times, as they did in the past. Patients would be more satisfied as they would know an approximate time when they would receive the doctors' phone call and could arrange their day around that time.

Participants' words used were 'terrible', 'annoying' and 'frustrating' as it is difficult to take a call in privacy when at work or out and about

All participants said they want appointment times back so they know where they are

