Tamper proof letterboxes were installed some time ago at both sites. These were removed following patient concerns of witnessing youths attempting to continue to tamper. We are awaiting advice from the ICB as to the next steps. Patients can continue to use the alternative post boxes available inside the entrance to both sites.

> We would encourage the individuals to provide us with more information. This will allow us to investigate.

This point requires more information?? Those for 0 Ownership Tamper Aroof bottor denial of problem whom we do not hold a mobile number will be sent by receptionist with box - outside communication via another channel. presention Letters a patient people with surgeras text no access Medics, phone no Massages from ommunication receptionists - not being passed on to appropriate + accurate We would encourage the individuals to provide us haven't got Now number of with more information. This will allow us to investigate. direct gradise no emails- not replied to Currently each practice closes on a different day St. Marys – Weds (12.30 - 2.30) and Fore Street (1.00 – 3.00). We are working to align these to a Wednesday in principal call backs danfying 1055 hot written communication not on patients files the near future. Information on our usual closures can be on line form found on our website - Our surgeries - Ariel Healthcare what is it for Use? tomescale + Nesponse time (could be upeful if (10 questions from Julie) We will always aim to acknowledge emails within 3-5 working days. This also includes an auto reply. Unexpected demand, along with staff shortages can quicker) cause delays in replying. Patients are encourage to not email the practice with clinical concerns/queries but instead use the online consultation platform or contact the practice by phone.

Not all written communication will be uploaded to patients' records. There are various reasons for this. This process is in place across the board.

We would encourage the individuals to provide us with more information. This will allow us to investigate.

All NHS organisations we work with, including local businesses have been provided with our bypass lines

The online consultation platform is used for non urgent, routine queries, including fit note requests. Its helpful as an alternative to calling the practice. We currently allow up to 50 submissions per day.

We aim to respond to all submissions within 5 working days. This may not mean an appointment but more so an acknowledgment/information of an appointment that's booked.

90% of submissions have an appointment booked (where appropriate) within 2 working days.