

Peel

Peel
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Medical Practice



[REDACTED]
4th July 2017

Ms M J Jones
Assistant Coroner
Her Majesty's Coroner Staffordshire (South) Coroner's Jurisdiction
Coroner's Office
No 1 Staffordshire Place
Stafford
ST16 2LP

Dear Ms Jones

RE: Dean Rowland (Deceased)

Thank you for your letter dated 28 June 2017 regarding this patient. The specific area of concern with regards to the practice to improve access for patients to have an appointment or telephone call with a Doctor sooner than a routine appointment if they so required.

We have instituted a duty doctor and telephone triage system in the practice. If the patient attends or phones the practice requesting an appointment they are told when the next routine appointment is available for the doctor of their choice and for any doctor. If they feel they need to be seen that day or that their condition will not wait until the next available routine appointment they are offered a "callback". They will be called as soon as possible by one of the duty team who will either deal with the problem over the telephone or make them an appointment that day to see a doctor or a nurse practitioner - whichever is the most appropriate for the problem. This means that everyone who needs to be seen will be seen on the same day.

I hope this provides information you require and satisfies your concerns

Yours sincerely


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