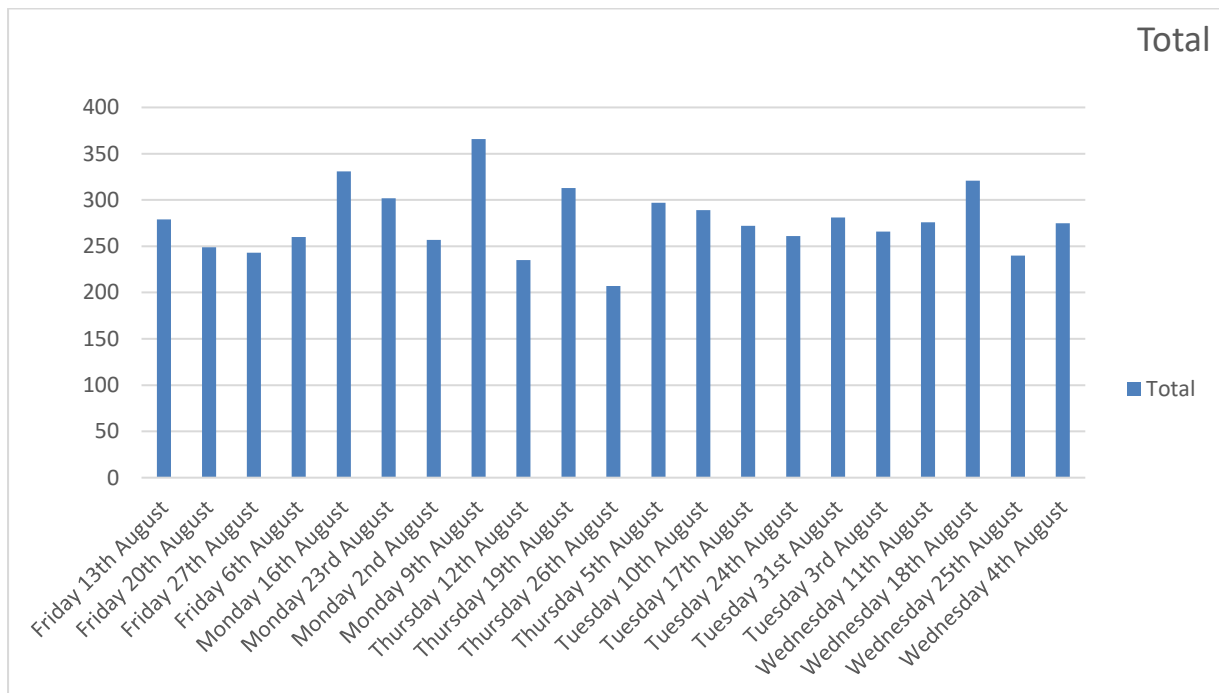


Swallownest Health Centre Telephone Reporting August 2021



We started to monitor our incoming calls 9th July. As such we are able to see the sheer demand that the service is experiencing. On average in August we received 277 calls a day to our Patient Services Advisors (0114 4333888).

We hope that this will provide our patients with a better understanding of the pressures that we are under due to increased demand, although we previously haven't had the telephone data to enable us to report or to compare. It has been particularly difficult this month whilst we have staff on holiday, isolating and also off sick. We are pleased to confirm that we have also been able to recruit additional staff to join our team, but as you may appreciate recruitment and training can take time.

This will also help you to understand why you are held in a queue and often have to wait for us to answer. Please be patient. Please don't spend precious time complaining to our staff how long you have waited, it only delays further calls and attending to others.

Please help us to help you by signing up to the Rotherham Health App wherever possible - <https://rotherhamhealthapp.com/splash>

We are trying our best under difficult circumstances.