**MUCH WENLOCK & CRESSAGE PATIENTS’ VOICE**

**Meeting Held 6.00pm Tue 17th July 2018 at Cressage Surgery**

**Summary of Meeting for Website**

A new telephone system is to be installed (probably in October) as part of an initiative to facilitate collaboration between practices. The matter of the limited window of opportunity for ordering repeat prescriptions was raised but the Practice Manager reported that our facilities for obtaining repeat prescriptions compared very favourably with other practices and that patients are encouraged to make greater use of the online ordering facility where possible.

The practice is now sending text message reminders for appointments, and other messaging facilities are also being introduced. Currently the practice only has mobile numbers for around 20% of patients and so would be grateful if mobile numbers could be passed on if possible.

Dr Evitts will be leaving in August after ten years with us. The practice is advertising for a replacement and will be including an additional day per week. There have been some difficulties with staff illness and the practice has been putting locums in where possible to reduce the impact on availability of appointments. The Practice has also been making adjustments to the timing of some nurse clinics to try to increase throughput and is also working on the upskilling of nursing staff.

The group discussed the government’s current initiative for increasing the hours of access to GP surgeries and how this may be delivered locally. The current plans aim to have access to a GP in a designated location locally (possibly Bridgnorth in the pilot phase) from 6.30pm-8.30pm plus Saturday mornings.

Some issues of access to the online patient access facility were reported but it is believed these have now been addressed.

A member of the group asked about the current specialist referral times as it was believed that these were very protracted for some conditions. The Practice Manager agreed to approach the liaison department to get the waiting time for a range of conditions and report back to the group.