**MUCH WENLOCK & CRESSAGE PATIENTS’ VOICE**

**Summary of Patients’ Voice Meeting of 4th March 2025**

The Practice will be inviting relevant patients for the Spring Covid vaccinations which will be at Cressage in April.

The Practice Manager gave an introduction to the new appointment system which was introduced last November and is based on an initial online triage form. The Reception team have reported very favourably on it and several members of the group gave very positive feedback on their experience of the new system. It was pointed out that you can use the same procedure to notify a GP of matters relating to current treatments etc where this is appropriate. The Practice Manager described how and when appointments are released for various numbers of days ahead e.g. 2/3/4 days in advance but specifically not for the same-day as the triage system covers this. You can book up to two weeks in advance. GPs can also book up to a month in advance e.g. to secure follow-up appointments for their patients. The group was given an on-screen demonstration of the contact forms on the Practice Website to see how these can be used.

For those patients who are unable to go online to fill in a triage form they can phone up the practice so that the receptionist can fill up a triage form on their behalf. The new arrangements were publicised in the Herald and local newsletters when the changes took place and are still publicised on the practice notice boards. A further reminder will now be put in the Herald, etc and an explanatory leaflet will be produced to give guidance on using the new system.

The phone system has recently been upgraded and this gives much more information on screen for the receptionists which is proving very helpful in supporting patients.

The Practice is putting in an additional notice in the preamble on the phone system alerting patients to the zero-tolerance policy re verbal abuse.

The group was given copies of the dispensary satisfaction survey which gave extremely positive feedback on patients’ experiences with the dispensary. This was reiterated by members of Patients’ Voice.

It was noted that responses for ordering prescriptions will be quicker with the NHS App rather than via the online Prescription Ordering Direct (POD) Service as the NHS App feeds directly into the dispensary system.