**Summary of Patients’ Voice Meeting held on 15th March 2016 at Cressage Surgery**

Representatives of Patients’ Voice (PV) had met with Dr Stanford and the Practice Manager to see if the present appointments system could be further improved and particularly to shorten the time taken to obtain an appointment with a patient’s preferred GP. Following this meeting Dr Stanford has reduced his commitments to the local Clinical Commissioning Group enabling him to provide an additional appointment session each week; increasing his current availability. The length of the consultation day is also being extended by 20 minutes in order to give a slightly longer average appointment time and help with running clinics to time. The practice is also looking at managing GP workload in the future eg developing a new role for a “personal clinical assistant” to manage some of the routine communications that GPs currently have to deal with and thus free up more of their time for work with patients.

“Same-Day” appointments are now available on line from 8.30am, being released at the same time that the appointments phone line is opened.

The facility for patients to access their own medical records has been developed and those who have opted-in can now access more aspects of their record – please see the Practice website on local newsletters for more information.

The Practice Manager reported back on recent meetings of the local Clinical Commissioning Group (CCG) where there had been further discussions about the future of “Shropdoc” and out of hours medical provision, plus current difficulties in the district nursing services. The present financial deficit of the CCG had also been discussed.