**Abbreviated Summary for Website & Community Magazines**

The Patients Voice (PV) group held its AGM on 23rd April at Much Wenlock Surgery. All patients within the Practice were invited and this had been publicised in the local community press and in both waiting rooms over a number of weeks.

A very informative and encouraging presentation had been given by Linda Francis from “Dementia Friends” which gave useful background on the condition and a range of tips and pointers on how to be helpful and supportive to people with dementia. Linda and other Dementia Friends are available to give similar presentations to groups and can also be contacted for information on how to become a “Dementia Friend”. Further information is available at [www.dementiafriends.org.uk](http://www.dementiafriends.org.uk) or via Linda Francis on 01952 728594.

Doctor Fiona Hay then gave an update on the role of the Practice’s Community Care Co-ordinator, Jeremy Roberts. He is available to give advice and guidance to patients, particularly those who may be frail, elderly or vulnerable, on how to obtain assistance and support from charities and other support organisations. A further update was also given on the Compassionate Communities project which is now developing within the Practice and linking volunteers with individual patients who might benefit from regular or occasional visits to provide practical support or companionship.

The Chairman reported on the work of Patients Voice over the past year, both within the Practice (e.g. working with the Practice team on the new appointments system) and more widely e.g. on the many local healthcare initiatives currently taking place in the county.

The AGM was followed by the regular bi-monthly meeting of PV representatives. The PV group was informed that Dr Stanford had stepped down as Chairman of the local (Shropshire South) Clinical Commissioning Group (CCG) in order to take up a position as Clinical Director on Shropshire’s main CCG. However, assurances were given that Dr Stanford would only be out of the Practice for the same amount of time as previously i.e. two sessions per week.

The group heard about proposals within the county to triage patients over the phone rather than attending hospital in person but reservations were expressed about this idea other than in very specific circumstances.

There was some discussion on the new facility for booking GP appointments online and it was noted that at present only 4% of patients in the Practice had registered to use this facility and hence patients unable to use the internet should not feel disadvantaged in a significant way.

The group also heard about proposals for “Urgent Care Centres” within the county and had an update on the 111 “semi-urgent” telephone service.