

# You talked and we have listened...

- To improve continuity of care we are allocating specific GPs to SGMC and CMC.
- We are increasing the time allocated to pre-bookable appointments from 30% to 60% and releasing appointments for 3 or 10 days in advance.
- To ensure that the most clinically urgent patients see a GP, we will triage same day appointments.
- We are increasing our minor illness cover.
- Extended hours will offer a range of appointments between 0730-0800 (Tues, Weds and Thurs) with new pre-bookable telephone appointments between 1830-1900.
- A new prescribing team will use the Electronic Prescription Service to improve the prescription process.
- We've added 4 incoming lines and aim to have 7 receptionists answering calls at peak times.

