**Patients’Voice Summary of Minutes : 11 December 2013**

The Practice Manager, Sarah Hope, reported on a recent “Call to Action” conference she had attended, along with Dr Stanford. This had been to follow up on a recent extensive survey and it was heartening that the clinicians had identified very similar priorities to the patients.

A report was received from the Shropshire Patients’ Group (SPG). This listed a range of priorities within the county including GP access, ambulance response times, mental health, “joined up care from hospital admission to discharge”, quality at the acute units, and dementia. Members of the County’s Clinical Commissioning Group had listed similar priorities but also included “Shropdoc” contracts, emergency care and walk-in centres. The SPG had expressed concerns about links between the NHS and social services where they believed there have been issues for many years and this was confirmed by members of Patients Voice.

A “Ludlow Task Force” has been created as a result of the demise of the previous plan to construct the new hospital which has now been abandoned. This is a working group from across the health economy. There are various proposals being pursued as part of an alternative way forward.

The maternity services review was published this week which produced various findings. The general suggestion was that the overall service was safe and on the whole very good for most parts of the county for most users of the service but there were exceptions, particularly in very rural areas.

The Practice Manager referred to a review of district nursing services. There is recognition of good services being delivered but a shortage of resources. The majority of GP’s who responded to the survey felt that the service should be practice based and this should be part of the clinical services review.

The patient survey on the new appointments system is being run until the end of January when the outcomes will be passed back to the group for discussion. Patients can complete a response form when they visit either surgery or by following the link on the Practice website.

There was some concern about the Healthwatch organisation in Shropshire and its role. There have been a number of resignations.

There was some discussion on how the Practice would be managing the forthcoming maternity leave for two of the doctors.

A recent report was raised which had been produced by the Organisation for Economic Co-operation on survival rates in Europe for various medical conditions. In this the UK doesn’t fare very well in comparison with many other European countries.