

Summary of Patients Voice Meeting – 17.1.17

A discussion took place regarding counselling services for patients and concerns were expressed about the lengthy delays before some patients had been seen. The practice has been using an in-house counsellor who is working for the practice for two half-days per week and this has resulted in some very positive feedback.

The “Walking for Health” initiative was further discussed, with GPs referring some patients to this excellent scheme which can bring significant health benefits through group walks, including regular walks from Much Wenlock.

The benefits of a “Dementia Cafe” were also discussed again and whilst there appeared to be limited opportunity of progressing this at the Wheatlands it could be a possibility at High Causeway.

Along with eight other local practices, MW&CMP are looking at the benefits of collaborative working with other GP surgeries possibly along the lines of a group of 30+ practices that have been doing this for some time in Birmingham.

Dr Stanford will be retiring as from 31st March after being with the practice for twenty-eight years. The group were unanimous in recording their thanks to Dr Stanford both for his outstanding contribution to the practice as a whole and also to the health and well being of so many individual patients throughout all those years. He will be greatly missed. The new head of the practice will be Dr Bailey. Amended arrangements are scheduled with other doctors in the practice to ensure the number of hours is maintained, and there are developments proposed with regard to salaried doctors and potentially an additional partner. A small amount of funding will be made available to help with access over the winter to allow a locum to work for 7 half days between now and February and these specific dates have been publicised in the surgeries and on the website.

The date of the AGM for Patients’ Voice was agreed as Tue 25th April starting at 6pm at the Much Wenlock surgery. Various potential speakers are being approached, particularly with regard to breast and bowel screening and also prostate cancer. The event will be publicised in the local press and on the website.

The situation with regard to proposals for urgent/rural care in Bridgnorth was discussed but no clear way forward has yet been agreed.

The group was updated on developments within the South Shropshire Clinical Commissioning Group, with a range of discussions on various matters. These included their financial difficulties, the latest situation on the proposed changes to local hospital provision, possible developments regarding prescriptions, children’s safeguarding, and an initiative called “Food First”.

There was significant debate about the “Sustainability and Transformation” plan in association with potential changes to the provision of A&E and other medical services within the county. Patients Voice members were very concerned about how long these discussions had been dragging on for and the extent to which they appeared to keep going round in circles and making very little progress. This had resulted in the expenditure of vast sums of money for little tangible benefit.

The group were saddened to hear that the MW&C Patient Support Group had felt that they could not continue any longer and was to be disbanded after serving the practice for twelve years and raising £36,000 for a range of additional facilities for the practice. The group’s financial accounts have been kept open with a small sum retained in the hope that another group might be willing to step in to take its place.