**Summary of Much Wenlock & Cressage Patients’ Voice Meeting: 1 October 2014**

**Patient Self Care Programme**

The group received a presentation on the recently launched Patient Self-Care Programme which has been established by the Clinical Commissioning Group, (which commissions some health services in Shropshire), in order to support patients with long term conditions.  The programme’s aim is to develop peer support and enable contact between people in similar situations with similar conditions.  The project is working with GP practices to set up support groups for a range of clinical conditions across the county.

**Group/Practice Priorities**

At the group's previous meeting three priorities had been established for the group to work with the practice. These were:

1 - Encouraging Healthy Lifestyles,

2 - Helping Us to Help Ourselves

3 - Availability of Routine Appointments.

Under priority 1 a useful website had been identified at www.healthyshropshire.co.uk. The earlier presentation on the Patient Self-Care programme had been intended to further progress on priority 2.

Priority 3 – the availability of routine appointments was further discussed in response to an issue which had been raised by a patient in relation to obtaining a timely appointment. This topic has been a matter of discussion on many occasions at Patients’ Voice meetings as there is a steadily increasing demand for appointments across the Practice and limited resources to meet this demand. The group continues to work with the Practice to try to make the appointment system as effective as possible within the resources available; by amending the mechanics of the appointment system and through the pursuit of priorities 1 and 2 and considering other strategies which could help to reduce the pressure on the appointment system.

**Wenlock Health Fair**

Time was spent preparing for the group's first **"Health Fair**" which is to take place at William Brookes School from 10.30am – 2.30pm on Saturday 8th November. A number of presenters and exhibitors had been identified. All members of the community are welcome to attend and the event will be publicised via the Practice website, local parish newsletters, Radio Shropshire and social media.

**Friends & Family Survey**

As a part of their GP contract the practice is required to offer the opportunity for patients to complete “the NHS Friends & Family Test” as of 1 December 2014. However the Practice have the survey available now via the check in system, postcards on reception or through the practice website.

**Meetings attended**

Feedback was given from representatives who attend medical forums elsewhere in the county. Topics discussed included presentations on the new Mother and Children's Centre in Telford and the provision of orthopaedic services in Shropshire.