**MUCH WENLOCK & CRESSAGE PATIENTS’ VOICE**

**AGM 6.30pm Tue 17th April 2018 at Much Wenlock**

**Summary of Meeting for Website**

The Practice had been struggling with an exceptional level of staff absence recently both among doctors, nurses and administrative staff. There has also been an increased demand from patients who have been suffering with various winter conditions. Some funding had been obtained to increase same-day appointments and various locums have been appointed to help.

The group discussed the present difficulties in booking appointments within a reasonable period, and various amendments to the system were proposed which the Practice will trial in the coming weeks. It was thought that, for some patients, medication reviews could possibly be extended from six months to one year where conditions are stable and it is thought appropriate.

The Government has decided that from 1st Oct 2018 routine appointments have to be available 8-8pm for 365 days per year within the Clinical Commissioning Group’s (CCG) area - but not within each practice! There would have to be a GP on site but the appointments would be with various practitioners. There needs to be a population of about 60,000, which is about the size of South Shropshire and the CCG is currently working on a questionnaire to assess demand. All present at the meeting expressed real concerns about the wisdom, appropriateness and viability of what is being proposed.

Dr Bailey gave an outline of current developments re supporting health care outside hospitals, including community care, social services, and providing blood tests nearer to home. The CCG is very keen that practices should look at this.

The Practice has been part of a consortium of practices called “Our Health Partnership” for nearly a year now and both The Practice Manager and Doctor Bailey were very positive about it. Dr Bailey is on the board which meets every two weeks. Some other practices may possibly be interested in joining. Being part of this group helps in sharing good practice, enables services to be obtained cost effectively, and means that the group can speak with a stronger voice on a range of matters. It may also have the potential to help with recruitment.

The Practice Manager gave an update from a recent CCG meeting where there was some discussion on various developments in the “111” non-emergency helpline service, a debate on over the counter medication vs prescribed medicines, and also some discussion on the recruitment of GPs from abroad.