

## Summary of Patients' Voice Meeting of 15<sup>th</sup> November 2022

A survey had been distributed to attendees at recent vaccination clinics drawing attention to the Patients' Voice group and inviting patients in the practice to get involved. Fourteen patients provided their contact details and the group secretary was asked to make contact with them and strive to discover if any of them are from sections of the patient body that are currently not well represented within the group. This particularly includes younger people, those with young children, those in full-time work and those with a substantial caring role. The Patients' Voice group will be looking at other ways of recruiting additional members from these under-represented groups.

Doctor Bailey has now retired and Doctor Wentel is now the senior partner. The practice has communicated with patients to alert them to any changes to their allocated/registered GP but patients are reminded that they are welcome and entitled to see any of the GPs registered with the practice.

The Practice Manager explained that from 30 Nov patients who have the NHS application or online access will have access to much greater detail on their records with a much fuller record of e.g. consultations. This has many benefits but also potential issues for some patients when seeing much more detail about their medical records.

The telephone contract has just been renewed and a new facility will shortly be available which allows callers to request a "ring-back" rather than waiting on hold. This keeps the caller's place in the queue and rings them back automatically as soon as they reach the top of the queue.

"Enhanced Access" now allows Out of Hours access for Practice patients on weekday evenings and Saturday mornings at local surgeries such as Bridgnorth, Broseley & Ironbridge. Please note that Enhanced Access appointments are not available at Much Wenlock or Cressage.

The Practice offers both Face appointments and telephone consultations in addition to the E-consult service which is also available for those who wish to access the practice online.

There was some discussion about the Primary Care Network (PCN) and the role of the South East Group in the practice. Through this group some additional roles are being made available to practices e.g. "Social Prescribers" who can help patients with many issues and provide advice and signposting. There are also Care Co-ordinators, First Contact Practitioners (Physiotherapists), a Mental Health Practitioner and a Clinical Pharmacist. A physiotherapist will shortly be working one day per week within the practice, in addition to the online physiotherapist working for the PCN currently.

The group heard about the exemplary services of various GPs in the practice which had been brought to the attention of members of Patients' Voice and which highlighted all of the best qualities that one could possibly hope for in a GP. The level of commitment and service given was particularly striking when one knows all of the pressures that GPs are under, all day, every day. The Practice Manager was asked to pass on the group's thanks and commendations to all of the doctors and nurses in the practice for their exceptional level of commitment and service to patients.