

Summary of Patients' Voice Meeting of 31st May 2022

The Practice Manager gave a detailed document to the group to list all of the doctors and nurses working in the practice, along with their allocated hours and responsibilities. This included details of doctors who had recently joined us and also training doctors. We also have a scheduled nursing appointment.

An update was given on the local Compassionate Communities group and particularly their work with "The Friendly Bus".

Before the pandemic, doctors were allocated fifteen minutes per appointment but we now have twenty minute appointments to allow additional time in this difficult post-covid period. Patients have the option of face-to-face appointments if required and the practice is still doing e-consults. It is hoped that booking online should be available at some point in the future for GP appointments.

Patients had raised the issue that the practice was not giving a very precise time for GP telephone appointments, either saying they were for in the morning or the afternoon. The Practice Manager explained why it is difficult to put a more precise time on an appointment because of the way that GPs need to manage the various different types of appointments during the day. It may be possible at some point in the future to give a more targeted time.

There will be a Shropshire Screening Week from 20-24 June – e.g. for cervical, hypertension, breast and bowel screening, with publicity on radio Shropshire. Our practice will include capacity to cover this.

The surgery at Wenlock is being decorated at the beginning of June and there will be some rearrangement of services to allow this to take place.

A survey took place in Much Wenlock with 1800 questionnaires distributed in the early spring of this year. 329 were returned and the second priority given was the improvement of health services. Councillors had not spoken to the practice about this but they had given concerns about the additional housing in the area and the pressure this would put on local services. The survey included questions about potential practice development. Concerns were also expressed about the potential impact of the additional housing at the site of the Ironbridge Power Station. The three Practices who are most likely to be affected (Ironbridge, Broseley and Much Wenlock) are in communication with the Clinical Commissioning Group and NHS England, having raised concerns about the additional workload and shortage of space in all 3 practices

Our practice has also been giving further consideration to working at Cressage on Friday afternoons – which is being used for some work at present. The practice will continue to look at the various possibilities into the future.

It was acknowledged that parking availability is very limited at Much Wenlock but patients are advised that parking is available off the High Street or via New Street Car Park.

Reports were given on the Shropshire Patients' Group and the local Clinical Commissioning Group and there was also some discussion on the continuing role and benefits of our practice's Patients' Voice Group.

There is an expert diabetes course available to patients and it may be possible to have a speaker come to a future Patients' Voice meeting to introduce this to patients in the practice.

The Primary Care Network were providing extended access to GP practices and our practice has bought into this – e.g. with extended hours for our patients to use at other practices. Patients should ring our practice to make an out of hours appt. The service will start in October.

We have had one clinic for the fourth covid vaccination and these vaccinations can be booked online. We are presuming that there will be a combined flu and covid programme in the autumn but there are no details available yet.