

Summary of Patients' Voice Meeting of 17th January 2023

Questionnaires had been issued at the vaccination clinics in the Autumn to try to involve other patients in the practice getting involved with Patients' Voice. It was noted that these sessions were largely directed at patients who were 50+ and so would not have attracted responses from our younger patient groups. There was discussion of various ways of attracting younger and less well represented patients e.g. through the screens in the surgeries and through the Herald and other publications.

The telephone contract has just been renewed and a new facility will 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 when they reach the top of the queue.

Patients who have the NHS Application or online access will have 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 more detail about their medical records.

"Enhanced Access" now allows Out of Hours access at e.g. Bridgnorth, Broseley, Ironbridge, etc but not directly at MW&C surgeries. This is for weekday evenings and Saturday mornings.

From February we should have a face-to-face physiotherapist in Cressage on Mondays.

A member of the group had asked what access insurers had to patient medical records and it was made clear that such access would only be given with the relevant patient's permission.

It was agreed to move the group's AGM to the November meeting.

Accessing the Mental Health Practitioner had become more difficult, with the service under increasing pressure, but the practice is hoping for more availability in the future.

Two members of the group noted enthusiastic compliments passed on to them by fellow patients for two of the GPs.

There was some discussion about the automated feedback system sent out to patients after their appointments. It was noted that these are all analysed automatically and summaries of the responses are sent to NHS.