**MUCH WENLOCK & CRESSAGE PATIENTS’ VOICE**

**Summary of Patients’ Voice Meeting of 13th Aug 2024**

Two GP Partners were present to respond to questions from the group. They were asked about how Home Visits were organised and were told that a period is scheduled around the middle of the day for the Duty Doctor at each surgery to make visits to those patients who are unable to attend the surgery. It can be challenging to accommodate these visits, especially for homes at some distance from the surgery, but the Duty Doctor and fellow GPs strive to ensure these are accommodated as effectively as possible.

There was a lengthy discussion about the current period of industrial action in the NHS. Our GPs tried to clarify and explain the complex matter of the salaries and payments for GPs and of payments to medical practices, as this is often not understood properly by the public and the reporting media. Technically the last established contract was in 2018 and GP practice payments are still based on those payments now, despite rising costs like salaries, electricity, etc. There is a widely publicised proposal that GPs should be restricted to 25 patient contacts per day per person but this practice has discussed this and isn’t adopting it. The practice is striving not to do anything which will impact on the quality of care to patients.

It was noted that this practice has proportionately more GP time for its patients compared to many other practices.

The group thanked the GPs within the practice, and their colleagues, for the high quality of care that patients receive and for the lengths that practitioners go to in order to ensure the best possible service despite the difficulties that they face.

A GP Patient Survey is sent out randomly to a number of members of our practice in the post and the Practice Manager went through the outcomes of the recently received report. The group was very pleased to note that the majority of the feedback from patients was very promising with 80% of the responses being good or very good.

One thing that is lower than is reported by some other practices is regarding patients being offered a choice of time or day for their appointments. The Practice Manager will liaise with other practices to see if there is anything that can be done to improve this.

There was a discussion regarding the method of following up with patients after referrals.

Patients wishing to order repeat prescriptions can now complete an online form, use email or phone the Prescription Ordering Direct service (POD). POD has a lot of staff on duty and now have a call back system if you phone. You can also use the online system or fill in a form at the practice. If you contact POD and an acute item is not “on repeat” then you need to contact the practice if it is from more than six months ago.

It was reported by members of the group that the prescription ordering system on the NHS app, along with the following response by the dispensary team, has been working very well for a long time.

Reporting back from the Shropshire Patients’ Group (SPG), it was noted that a presentation has recently been given regarding patients with learning disabilities - LeDeR Learning from Deaths Review. LeDeR reviews look at the lives and deaths of people with a learning disability and of autistic people to see where Integrated Care Boards (ICBs) can find areas of learning, opportunities to improve, and examples of excellent practice. This information is then used to improve services for people with a learning disability and for autistic people. Our SPG representative went through some of the key points from the presentation.

The Flu group sessions are scheduled for 5th, 19th and 26th Oct at William Brookes School. The practice is hoping that Covid vaccinations will also be offered as part of a joint clinic and is awaiting the detail. Patients’ Voice members will be volunteering their services for these clinics.

The group’s attention was drawn to the Community Resources Arthritis awareness events which includes Thu 22 August at Church Stretton Mayfair Community Centre, SY6 6BL at 9.30-11.30am.