**MUCH WENLOCK & CRESSAGE PATIENTS’ VOICE**

**Meeting Held at 6.00pm Tue 6th Nov 2018 at Cressage Surgery**

**Summary of Meeting for Website 6th November 2018**

The Practice Manager went through the results of the recent patient satisfaction survey which is independently carried out on behalf of the Department of Health. Figures for other local practices or practices with a similar patient list were shown alongside for comparison i.e. Bridgnorth, Broseley & Albrighton. There were several areas where there had been a positive improvement; and 96% of those who responded said the healthcare professional was good at treating them with care and concern; 94% felt they were given enough time, and 83% were satisfied with the type of appointment they were offered. However, the question about seeing a patient’s GP of choice was significantly poorer than for some other practices (41%). The group was given various reasons why that might have been the case this year e.g. there had been a period of illness for one of the GPs earlier in the year and it was also noted that some popular GPs are only available for a limited time in the week because of other important commitments which they have within the practice which limits their availability for patient appointments.

The new extended access service is now operating across a number of practices in the area with Saturday mornings offered plus 6.30-8.00pm on weekday evenings. As well as being of potential use for those who cannot easily attend during normal hours this service can be made available as an alternative for patients who are having difficulty getting an appointment within the practice and are happy to travel, though this may be sometimes be a considerable distance. Sunday appointments are also available, but this is through Shropdoc and has to be booked separately.

The Practice are currently recruiting for a Salaried GP to replace Dr Evitts who left the Practice in August. Locum GP’s are covering in the meantime.

The Practice Manager went through various options that were being examined in order to create additional consultation space at Much Wenlock and also provide the potential to re-model the reception and waiting room areas. These are being actively pursued at the present moment and there may be some funding available to support the project. This initiative was very positively supported by the group.

There was further discussion on hospital referral times and, whilst some additional clinics have been offered in certain areas, there was continuing concern regarding the substantial hospital wait times for some conditions.

The Practice Manager was asked how vulnerable patients who are unable to travel can access such services as the Flu Clinic. It was reported that the practice nursing staff do provide house bound patients with flu vaccinations if it is not possible for them to attend the Practice. The Practice has a list of patients known to be housebound; if patients feel they now fall into this group they are requested to make contact with the Practice. It was noted that it takes up a considerable amount of nurse resources to provide this service.

Brief discussion followed regarding current developments in the Shropshire Patients’ Group and the local Clinical Commissioning Group.

A member of the group asked if annual health checks are available for 40-74 year-olds. Currently the Practice invites cohorts of patients using a random search of eligible patients, however patients can contact the Practice to request an appointment if they are eligible. The clinic takes place every week with health care assistants. The benefits of members of this age group taking part in such checks were agreed.