

Summary of Patients' Voice Meeting of 9th February 2021

Michelle Turner (who worked in the practice as a locum) began in January as Nurse Manager and the practice now has a full nurse team.

The Primary Care Network has employed two pharmacists (previously retail pharmacists) and one is working in the practice one afternoon every other week.

Appointments are being managed satisfactorily with a combination of remote telephone and e-consult appointments plus in-person appointments within the practice where required.

The practice's IT person has recently left and a replacement is being sought.

The website has recently been updated and patients are encouraged to take a look at it.

A Facebook page has been setup for the practice to keep patients up to date and occasional posts are being added at the moment.

There was a detailed discussion on the current programme of covid-19 vaccinations including those being done at Cressage, in Much Wenlock and at other centres. It was noted that patients being vaccinated within the practice would not be able to be provided with the date of their second vaccination at the time of their first jab but those booking at the large centres online would be given both dates at the start.