**MUCH WENLOCK & CRESSAGE PATIENTS’ VOICE**

**Summary of Patients’ Voice Meeting of 7th May 2024**

The telephone call back system which enables patients to keep their place in the queue without staying on the phone went live in March and is working well.

We now have a vacancy for a Community Care Coordinator. The Practice had recently updated the website and group members were thanked for their feedback on the changes.

There was an enquiry about contacting the practice by email. The Practice Manager explained that for patient security and for effective management it was not appropriate to use general open emails. Patients should instead use online consultations as this is properly managed and stores relevant information within the record system. If an enquiry is just for administration purposes patients are advised to use the Accurix link on the website which is appropriately managed and secure.

The group had previously had some discussions about holding a Health/Wellness Event but it was decided not to pursue this further but to look at the website and other sources of information that would be useful to patients. The group was asked to give further thought to this and to bring ideas back to the Autumn meeting.

The group will be happy to give volunteer support at the clinics in the Autumn.

There was nothing major to report from the Shropshire Patients’ Group but it was noted that many of their meetings are now online if people wish to get involved.

There was a discussion about ear syringing and it was noted that only patients satisfying certain factors e.g. using a hearing aid are able to have their ears syringed at the Practice, but there are a range of syringing facilities available locally if this is checked online.