

## Summary of Patients' Voice Meeting of 22<sup>nd</sup> Oct 2019

The Practice Manager issued a spreadsheet summary of the results of recent practice surveys – a recent national survey (which included results from our practice) plus the previous survey from April which was undertaken within the practice. In association with this, the Practice Manager the practice has been striving to enhance nurse qualifications so that they can deal with more of the same-day “minor ailments” appointments in order to release other appointments so that more patients can book the doctor of their choice.

Dr Bailey informed the meeting that from 1<sup>st</sup> July practices had been funded to form groups with other contiguous practices to liaise on a range of matters e.g. district nurses, provision of support services, etc. These are known as Primary Care Networks (PCN). We are in the south-east group of the county with around 65,000 patients and nine practices. This initiative should build on various previous liaisons amongst the same group of practices. It should be noted that the practice will still remain part of the group partnership; “Our Health Partnership”.

The PCN will be employing some staff to support the group. Initially one clinical pharmacist will be employed for the group and this is expected to be built on into the future. Some funding will be coming into the PCN to help in developing this. The network is expected to pick up some of the work carried out previously by the local Clinical Commissioning Group.

Practices are being encouraged to look at alternative ways of working e.g. “e-consult” and video conferencing. E-consult may not be ideal for every situation but the practice is already seeing some advantages of using it. It is hoped that community services will be aligned around the PCNs into the future.

The locality is developing a new service for perinatal mental health which the practice has had some training for and this looks very positive.

There has been consultation with GPs re the joining up of Telford and Shropshire Clinical Commissioning Groups (CCG) and this has had a large level of support from GPs but this is not seen as being ready to take forward at this stage.

Mention was made of the potential increase in patient numbers with the development of the power station site and also in Cressage. Some meetings are being held with the CCG but no firm proposals are being taken forward yet.

There had been a problem in using the texting system for notifying patients entitled to free flu vaccinations which was a pity as it had been hoped that this was an ideal situation for using the texting facility as a cost effective tool for notifying patients in a timely and efficient manner.

There had also been some issues with the timely availability of the pre 60-year-old and post 60-year-old strains which had constrained the dates available for some patients. Several local chemists are offering free vaccinations and some patients were being directed down this route where the practice was unable to accommodate them within the allocated vaccination sessions.

The period of notice for prescription requests for Cressage patients had been extended from 48 to 72 hours. This was as a result of workload issues and the availability of some medications from wholesalers.