**Summary of Patients’ Voice Meeting of 15th May 2019**

NHS health checks can now be booked by those patients who live in England and are aged 40-74. Invitations have been issued and it has also been publicised in the Herald and in parish magazines. The practice had been short staffed on the nursing side but it is hoped that this will be resolved with a new nursing appointment within the next few months.

The practice is now fully staffed with GPs with Dr Willdig joining the practice at the beginning of April for 6 sessions per week.

The Practice Manager drew attention to a new NHS App which is now available in addition to the current online system used by the practice. Mention was made of the recent software upgrade to “Patient Access”.  This had a few glitches and there were aspects which some thought were not quite as good as the previous system.

There was discussion about the number and types of appointment that were available online as opposed to what can be obtained by contacting the surgery directly and it was noted that there is a  requirement for practices to offer 25% of appointments online and the practice is currently making working to provide on line appointments.

Feedback was given from the recent trial where an Advanced Nurse Practitioner had been offered as an alternative to a GP for certain types of appointment. Patient responses had been very positive and a possible repeat of this scheme and various other options are now being considered for the future.

A scheme of “Primary Care Networks” is being proposed by NHS as part of their long term plan. This was discussed at length and several saw similarities with schemes that had been proposed in the past.

The proposal to merge the Shropshire and Telford & Wrekin Clinical Commissioning Groups has now been publicised.