

## Summary of Patients' Voice Meeting of 6<sup>th</sup> February 2024

A GP Partner attended the meeting to describe the nature of the South East Primary Care Network (PCN) which our practice belongs to and to take questions about the work of the PCN. The South East PCN is a non-profit organisation; consisting of a group of practices in South East Shropshire, working collaboratively to provide services to the local patient community covered by the 8 practices making up the PCN. They have a budget which can be used for a range of matters and it has, for example, appointed clinical pharmacists, social prescribers, mental health practitioners, health and well-being coaches, dieticians, physiotherapists, children and young people social prescribers, etc. which are funded with PCN money. Individual postholders may be shared across several practices or may work for an individual practice. The PCN also has care coordinators working with carers and care homes, etc.

A member of the Patients' Voice (PV) group asked the GP if the practice has any kind of flagging system for patients that consistently present with the same concerns. Our practice does have a flagging system and this was explained in some detail regarding the information displayed on the doctor's screen during consultations and PV members found this helpful and reassuring. There are a number of coded "flags" used by GPs which help them to efficiently see and search for relevant previous entries in a patient's records during a consultation. These are consistently used by all GPs in the practice. There are mechanisms for a GP to involve other professional teams or organisations e.g. the Crisis Team which is a "999 service" for mental health. These can follow up a GP referral over a period of time and in some urgent situations may be able to contact the patient very swiftly. GPs may also refer patients on to other organisations such as the Samaritans or the "Shout Team".

Other work of the PCN was described, including substantial work on the expansion of consultation facilities in a new project at Highley and also some multidisciplinary team involvement striving to offer support in dementia care.

Patients' Voice is considering offering a health and wellness event and it is proposed that this should be carried out during the two main flu vaccination days in the Autumn. This could be in the form of a mini-exhibition in the main meeting room at William Brookes School such that those attending for a vaccination would pass through the exhibition on their way out. A range of relevant organisations could be invited to send representatives e.g. cancer screening awareness, social prescribers, Community Outreach Team, Carers Connect, Walking for Health, etc. It may also be possible to have "Bob/Betty the Bus" facility where blood pressures could be taken, etc. Further work will be done on this prior to the next PV meeting.

Amongst the Patient Voice and Practice's priorities for the coming year is informing and educating patients on the increased number of roles and the wide range of services available to them through the Practice.

Patients should also be aware that community pharmacists, through the Pharmacy First scheme, are able to prescribe for a number of common minor illnesses. A PV member will be visiting the Much Wenlock pharmacy to discuss this with them. It should be noted that the facility at Cressage is a dispensary and not a pharmacy.

The telephone Call Back System previously discussed has been delayed but should be going live shortly.

Our new Community Care Coordinator is becoming very involved in work at the practice and the recent "chair rock and roll" session at the monthly Carers Connect group at Priory Hall went down very well.

The practice, through funding from the South East PCN, is hoping to introduce a software system for filing of normal blood results and communicating this information to patients by text.

The Practice Website has been redesigned in accordance with NHS guidelines.

A PV representative went to a recent meeting of Shropshire Patients' Group where there were two speakers. One was discussing vapes in schoolchildren and the other presented a report from commissioners re the primary care access improvement plan. This was about empowering people, implementing modern GP access, building capacity and cutting bureaucracy. Little seemed to be new.

The next meeting will be on Tuesday 7th May at 5.30pm at Cressage Surgery.