

## Summary of Patients' Voice Meeting of 18<sup>th</sup> August 2022

Discussion took place about the continuing operation of the patient participation group within the practice and its various roles, which included obtaining the views of patients and enabling feedback on services. The practice partners would be keen to engage a wider range of patients and would like to get feedback from a wider representative group e.g. parents with young children. This was discussed at some length. It was agreed that there would be an entry submitted to the Herald to begin to address this in September.

The flu and covid vaccination programme is scheduled for the Saturdays of 1st Oct, 22nd Oct, 29th Oct and possibly 5th Nov. This will be publicised to patients in the surgeries, on Facebook, by text, etc. Patients' Voice members were invited to assist with marshalling at the events as usual.

There will be a screening week in November on men's health.

The practice is keen to have discussions with the group on becoming a "greener practice".

Dr Bailey will be retiring from the practice on 31<sup>st</sup> Oct after 27 years. The Senior Partner will then be Dr Wentel. Additional doctors have already been brought into the practice ready to cover for her absence.

The Practice Manager provided feedback responses from the Prescription Ordering Direct Group and these were discussed at some length, along with the experiences of various members of the Patients' Voice group, and discussion of feedback from individual patients which were received. A summary of this feedback will be passed on to the Herald for publication.

Feedback was received from the Shropshire Patients' Group where research is being undertaken on ambulance response times. The Healthwatch contract comes up for renewal next spring so feedback is being sought on requirements for the future and this is available for giving feedback online.

The practice manager drew attention to a dementia wellbeing event which is taking place in Newport with further information at [community.telford@homeinstead.co.uk](mailto:community.telford@homeinstead.co.uk)

The practice now has a mental health practitioner who can provide one-hour appointments to see patients on alternate Thursdays and also a colleague who is a first contact practitioner for musculo-skeletal issues.