**Summary of Patients’ Voice Meeting held on 12th May 2016 at Cressage Surgery**

**Annual General Meeting of Patients’ Voice Group**

The May meeting of Patients’ Voice was preceded by the group’s Annual General Meeting where the Chairman reported that the group had now been in place for five and a half years and much had been achieved over that time. NHS Healthchecks had been re-established in the Practice, the group had contributed to various patients’ surveys, and members of Patients Voice had informed the Care Quality Commission report. There was an on-going focus on the appointment system and a continuing contribution to the use of IT by the practice.

There followed a very positive and constructive discussion of the role of the group, its continuing significance and future ways of working.

All present members of Patients’ Voice expressed a willingness to continue in their current role.

Patients within the Practice may wish to note that there are additional vacancies for representatives within the group. Anyone interested in finding out what this entails should initially get in touch with the group’s secretary, Brian Nelson, on 01743 761447 or via [nelson@wroxeter.net](mailto:nelson@wroxeter.net)

**May Meeting of Patients’ Voice Group**

The Practice was very pleased to welcome back Jeremy Roberts in the post of Community Care Co-ordinator. Jeremy’s role is to support and guide patients with social or other needs. Leaflets have been left in the waiting rooms so that patients can refer themselves as well as being referred by GPs.

The Practice Manager has recently been to a presentation from “Our Health Partnership” which is a group of 32 Practices which grouped together in Nov 2015 to provide a range of services, e.g. centralised finance & procurement, HR, locum provision, etc. There is currently a lot of interest in collaborative arrangements of this kind. About 30 Shropshire practices have expressed an interest in finding out more about the possible benefits of such a grouping.

All GP practices have had a premises inspection recently. Cressage had a very positive inspection with very few key issues highlighted. However the Much Wenlock premises had a number of concerns pointed out e.g. parking, disabled access, size, facilities within building, and the ability to expand for additional services. It was recommended that the Practice consider relocation in order to address these issues. The Practice is continuing to examine the options for funding such a relocation, whether independently or in association with others. A key difficulty will be to find a suitable site.

Elsewhere within the county the “Future Fit” project has spent two years discussing all aspects of NHS services within Shropshire, Telford & Wrekin and Powys, with lots of working groups, and at a cost £2.2 million. This has included discussions on emergency care locations and a range of other key matters. The process has now stalled, with some considering that not all the key areas were fully discussed. A new team has been put together which will now be reviewing all of the previous two years work!

The Practice Manager reported on the work of the local Clinical Commissioning Group where there is an on-going discussion about the West Midland ambulance service and reports of significant delays in their response times. There has also been some discussion at this group about district nursing services and the possible benefits of grouping some centres together e.g. to cope with staff absences, which can be a problem.