**MUCH WENLOCK & CRESSAGE PATIENTS’ VOICE**

Summary of Minutes of Meeting Held on Wed 2nd Oct 2013 at CRESSAGE Surgery

at 7.00pm

A representative from the Primary Care Research Network gave a presentation on its research into a range of medical conditions and on the potential benefits this research can produce for patients. Among their recent work were research studies in osteoarthritis, polymyalgia rheumatica, cancer diagnosis, stomach bleeding and gout.

A new member was co-opted into the group.

The content and nature of the forthcoming patient survey was discussed which would focus on the changes to the appointment system. The new system for the on-line booking of appointments was also discussed as were the benefits of the Practice having a record of patient email addresses.

The new arrangements for sharing patient data was raised by patient representatives. Information on this had been circulated to patients within the surgeries, via the community magazines and on the Practice website.

Reports were received on a range of matters from our representative on the Shropshire Patients Group including the role of patient groups in the inspection process, support for patients after they leave hospital and consultation on the commissioning of a range of services within the NHS.

The Practice Manager reported on the recent meeting of the South Shropshire Commissioning Group which had been looking at the shortfall in the budget for the new hospital facilities at Ludlow. They had also discussed hospital emergency admissions and a study on hip and knee problems.

The group had received correspondence from two patients on matters of concern. The first had already been followed up by the Practice. The second had only been received the day before the meeting and this will be pursued further. The usefulness of the telephone recording system in such circumstances was noted.