**Summary of Minutes for Website & Community Magazines – 26.2.14**

The group has now co-opted a further member bringing its number up to nine.

The group discussed the wide range of agencies permitted to visit or inspect medical practices and some concern was expressed regarding the protection of medical teams from excessive bureaucracy.

The Practice Manager, Sarah Hope, gave a detailed report on the outcomes of the recent patient satisfaction survey which had taken place over a period of one month in Dec-Jan. The results of the survey are now available on the Practice website and, for example, show that more than 95% of respondents were satisfied or very satisfied with the treatment or advice they received, that 84% were satisfied with the new appointments system, that 84% of patients who requested to see a specific doctor were able to do so, that 95% felt they were treated as an individual and were listened to, and that 94% thought that the staff who dealt with their enquiry were helpful or very helpful. The Practice is nevertheless continuing to refine the detail of how the present appointments system is operated in order to make further improvements where possible.

There was some discussion on dispensing of generic medications and the possible sensitivities that some individuals may have to certain carrier substances.

A patient had expressed their concern about the risks of the sharing of patient data with the new NHS database. The Practice Manager advised anyone who wished to withhold their data from these systems to complete the relevant form which is on the website and at reception. This will then be scanned in and kept with the patient record.

The Practice were to be congratulated on being in advance of most practices in Shropshire in having carried out health checks for their patients with learning disabilities.

The work of the local Clinical Commissioning group was reported. This included ambulance response times, a new osteo-arthritis training facility for south Shropshire and an audit of district nursing services which many feel need some improvement.

The AGM of Patients Voice is scheduled for Wed 23rd April at 6.30pm at the Much Wenlock surgery when any patient from the Practice will be very welcome.