

Summary of Patients' Voice Meeting of 28th January 2020

The Practice Manager was pleased to report that the practice had been awarded the status of "Good" in all areas of the recent Care Quality Commission inspection.

The primary care networks initiative is coming into its second year – further consultation is required regarding next steps and concern has been expressed by GPs over various aspects of this initiative.

The Practice Manager went through the various recent nursing staff changes within the practice including the arrival of a new nurse manager who began in September. One nurse will be leaving in March and the practice will be looking for two part time nurses to replace her, with slightly more hours. There have been some cancellations of clinics due to staff ill health.

There had been some difficulty with regard to one of the Flu Clinics at Cressage surgery. This had arisen as a result of a technical difficulty with the software on the day in question and surgery staff are looking at various ways of ensuring that this does not happen again in a future session.

The plans for bringing together the two Shropshire Clinical Commissioning Groups were discussed, with the new board now mostly appointed, to become the one commissioning body for the whole of Shropshire in April 2021. The board will be concentrating on investing in preventative care and will need to make 20% savings. Primary Care will get a bigger priority than secondary care, with an £800 million allocation over both CCGs over the coming year. Reference was made to the developments at Buildwas and the possibility of a new clinic there. The group discussed the implications of this for MW&C and other local practices. There was some discussion about implications for the ambulance service. There is an opportunity to feedback views through following web address:

www.shropshireccg.nhs.uk

Another medical practice have two Advanced Nurse Practitioners (ANPs) doing home visits after triage and so MW&C may be considering this into the future but will probably be looking at visits to nursing homes before this. We are also looking to use ANPs for more minor ailment clinic appointments. A member of the group asked whether the practice is involved in delivering prescription medicines. We are not at present but are looking at "Electronic Prescription Services" for future consideration.

The Practice Manager reported from a recent Clinical Commissioning Group meeting she has attended. Smoking and obesity was continuing to be reported as a big issue and Primary Care Networks will have a role re social prescribing. There was some discussion about the lack of equity across Shropshire and about trying to identify the early stages of diabetes.