

## Summary of Patients' Voice Meeting of 4<sup>th</sup> May 2021

An update was given on the delivery of Covid-19 vaccinations by the practice with a focus now on second vaccinations. A substantial vaccination session took place on Saturday 24<sup>th</sup> April when 540 vaccinations were given. Further sessions will be organised in the coming weeks but the dates of these sessions can't yet be confirmed until details are received on the dates when vaccines will be arriving. All Patients' Voice members who had taken part in the local sessions were impressed with their efficiency and effectiveness.

The Practice Manager outlined the new programme of long-term condition reviews. These include asthma, diabetes, chronic kidney conditions, etc. Many of these recalls had previously stopped because of covid. The new programme has now been operating for two months and patients are being invited in association with their month of birth. The complexities that arise as a result of many patients suffering from multiple long-term conditions were discussed. The practice is striving to do "all round reviews" where possible as this is much more effective than dealing with just a single issue. Many patients are invited by text message but those who have not registered themselves as available for texting will get invitation letters instead. The system is still being tweaked but the practice will publicise the process more widely when this is appropriate.

The practice is actively looking at reducing waste and is keen to get feedback from Patients' Voice and from other patients with suggestions as to how this can be achieved.

The Practice Manager went through the various changes to doctors and health care assistants who are joining and leaving the practice in the coming weeks. Our current Community Care Coordinator, Jeremy Roberts, will be leaving in May and whilst the practice is hoping to secure a replacement this may be quite difficult as this is quite a specialised role.

The practice is aiming to increase the uptake of its cancer screening services and is keen to have ideas from Patients' Voice members and others on how best to promote these services to patients.