

Summary of Patients' Voice Meeting of 9th November 2021

The Practice Manager outlined a series of staffing challenges that the practice had faced in recent times with a number of staff absent through sickness and staff absent because of the need for Covid self-isolation. Reception staff have left and there have also been difficulties in staffing the dispensary. This has resulted in the dispensary being closed at certain times. Many other practices have also reported great difficulties with staffing.

The recently appointed Care Co-ordinator resigned within a month of coming into the post.

Long-term condition management has been impacted by the ongoing bottle shortage.

Interviews are taking place for a new receptionist and practice nurse this week.

A new part-time registrar has been appointed for fifteen months and two locum GPs are working with the practice to supplement the GP team.

Vaccination clinics are continuing and there will be a further vaccination clinic on 27th November with invitations going out soon. This will be for boosters and for second Pfizer vaccinations.

There will also be a flu-only clinic at Cressage on 19th November.

There was some discussion on the continuing triage operation to try to ensure that the available staffing resources are used to their best effect with patients being offered e-consult, telephone/video appointments or face to face appointments with GPs, nurses and other health professionals to try to offer a solution for patients which is appropriate to their needs.

The group was updated on developments within Shropshire Patients' Group which is striving to discover the reasons why so many people walk into A&E departments in hospitals rather than using other facilities that they should be using, e.g. their GP practices, in an attempt to reduce the pressures on A&E.