

Summary of Patients' Voice Meeting of 7th November 2023

There was some discussion about the national challenges within the NHS regarding attracting clinicians into General Practice and how these GPs can be retained.

There was also discussion on the range of additional medical practitioners available within the practice and how best to make patients aware of their availability where appropriate.

The Practice Manager went through a range of changes that have recently occurred amongst the GPs, clinical staff, and other support staff. She was pleased to report that we now have a good complement of established clinical and support staff across the practice and we are able to move on from the staffing challenges that we have had to deal with in recent times.

Our present Community Care Coordinator will be leaving the practice at the end of the year but we are pleased to note that one of the reception team is now being trained into that role.

Results had recently been sent to the practice regarding feedback from our patients for the "National General Practice Survey". These were presented to the group and examined in some detail. The group were very pleased with the vast majority of responses from patients and felt that the Practice should be very proud of their achievements as reported on by their patients.

The new "online triage" system which can be found on the practice website for contacting the surgery was discussed. This is potentially very useful for many patients in a broad range of circumstances. However, members of the group stressed the need for a range of contact and appointment options to continue to be available for different people, especially the elderly and vulnerable.

The next meeting of the group will be on Tuesday 6th February 2024 at Cressage Surgery at 5.30pm.