

Summary of Patients' Voice Meeting of 18th July 2023

Dr Hay is retiring on 31st October and will be sadly missed by all. The group commended her for all of her hard work on behalf of patients over so many years. A replacement is being recruited and the practice will strive to recruit for additional hours over and above those which Dr Hay had been doing.

A new practice nurse will be coming in August and a new member of the reception staff has been recruited. There have been some difficulties with illness in the dispensary, and closures have been notified via text messages. It is hoped that the situation should now be improving.

The Practice Manager gave details of a range of additional medical services now being offered through the practice and how these are made available to patients.

Vaccination services will, once again, be offered to patients in the Autumn and will be taking place at William Brookes School on 14 Oct, 28 Oct and 4 Nov and notifications will send out via self-book texts to alert patients. Healthy 50-64 year old patients won't be included as per pre-covid. Ideally this will be for both flu and covid but the situation re covid has not yet been made known.

A member of the group asked how medical practices can feed back concerns at a national level re the present lack of GPs and the availability of GP appointments. It was pointed out that there are various routes in place for feeding back concerns to the authorities at a national level but some doubts were expressed regarding how effective this feedback is at present.

It was noted that the "Consult Us Online" facility is now on the Much Wenlock and Cressage Website and that the form is now simpler and easier to use.

At a recent Shropshire Patients' Group meeting the Shrewsbury and Telford Hospitals had said they were keen to have more involvement from the public in the work of the hospitals in a range of ways, including various focus groups. Patients are invited to go onto their website if they wish to be involved. It was noted within that group that patients were not consulted regarding the redesign of the entrance at Telford hospital. It was also reported that Patient Participation Groups within GP Practices are reducing in number.

A patient had contacted the practice regarding the lack of availability of parking at Cressage. There has been a meeting with Public Health, the School, the Parish Council and the local County Councillor about the parking difficulties all along Sheinton Road, including outside the surgery. This is particularly with respect to farm vehicles getting down the lane and access for the buses. The Practice has not contacted the neighbouring farmer as it is not in the position to purchase any additional land. No immediate solution can be seen at the moment.

Dr Wentel was present at the meeting and he gave his thanks to the group, on behalf of the partners, for all of the work that they have done over the years. He noted that one of the strengths of the Much Wenlock & Cressage Practice had been the longevity of GPs within the practice. This is often not the case in a number of other practices. Regrettably, at a national level and locally, not many GPs wish to be partners in their practice. They want to be locums or to be salaried. The longevity of support staff has also been a strength of our practice. Dr Wentel has always appreciated the benefits of having experienced partnered GPs for support, etc. and so it is hoped that the practice will be able to get a new partner. A number of warm thanks and compliments were given by members of the group expressing their appreciation to both GPs and other staff for all of their hard work in the practice.

The group's next meeting is on 7 Nov 23 at 5.30pm at Cressage Surgery and any patients in the practice will be warmly welcomed.