The Practice is to have an inspection from the Care Quality Commission on Mon 16th Nov and this was discussed at some length as four representatives of Patients’ Voice will be meeting with the inspectors.

There were further discussions on the length of waiting times to see a named doctor. The Practice Manager had been in touch with a number of other practices to compare their various booking systems and the length of their waiting times. There were no clear advantages seen in the systems used by these practices. The Patients’ Voice working group set up to look at this will continue to meet with Dr Stanford to seek a solution to waiting time issues.

Dr Heyes will be on maternity leave in January and Dr Lonsdale (already working in the Practice) will be covering for her which will aid continuity.

The waiting rooms are to be remodelled to facilitate patients standing if they wish as this has been shown to have many health benefits.

The announcement about “allocated doctors” at the start of the phone message was raised. The Practice has a statutory duty to inform all patients about this matter and it was thought to be the best way of doing this. It will be removed in March.

Patients Voice representatives reported on meetings they had attended elsewhere in the County. This included an update on the Clinical Commissioning Group which manages the full range of medical services in Shropshire and is currently in severe financial difficulties and whose Chief Accountable Officer is now on “authorised leave” with a substitute now brought in from outside. This has put on hold the “Future Fit” programme for rationalising medical services in Shropshire e.g. deciding on a location for the County’s A&E provision.