

Minutes of Trinity Street Patient Forum Meeting

Tuesday 10th October 2017.

Present: J.Carroll, A. Wenley, M. Coates, A. Glanfield, Dr. Z.Barber, S. Kerridge.

Apologies: B.Earley, R.Nixon, Dr.H.Simper, K.Griffin, K.Bell.

- (1) Minutes of meeting of June 27th accepted.
- (2) Highlighted articles from the NAPP Conference report reflect that as a group we appear generally "on track." Lab Tests Online leaflet circulated.
- (3) Local Medical Council recognise chronic underfunding. Some services, including ear syringing, are unsustainable. Other services may follow.
- (4) Lisa Stokes, the new Practice Nurse, started at Bowthorpe on Monday 9th October.
- (5) Signposting is a new project empowering receptionists to direct patients to services, for example dentist/pharmacy. This should allow better use of time by doctors.
- (6) Dr. Morton is in charge of the group set up to introduce this change, which has to be in place by March 31st 2018. Four Norwich centres are envisaged-North, South, East and West. (Possibly a Norwich Central.) Hopefully Bowthorpe will be in the West.
- (7) Covered.
- (8) Please could apologies for being unable to attend meetings be sent to M.Coates. We are still trying to increase the size of our group. Corporate effort with this will be appreciated.

Date of next meeting: Tuesday 16th January 2018.

M.Coates.