

Minutes of Bowthorpe Patient Forum Meeting

Monday, 15th January 2018

Present: Paul Postle (Chairman), Karen Bell, Dr. Jane Craig, Ann Moore, Jim Dart, Zeyhar Win, Sue Birrell, David Porter and Jane Steggles

Apologies: Sonja Kerridge, SallyAnn Howlett and Peter Rowley

Paul wished everyone a Happy New Year and welcomed all to the meeting.

Matters arising from last meeting:

1. The programme about Boots the Chemist was mentioned – seems to be a nationwide problem.
2. Dr Craig reported there had been a meeting of the Western hub on Saturday and explained they are trying to look at alliances with other nearby surgeries (Oak Street, Bacon Road, Prospect and Taverham) but Roundwell was not keen on this but it is still early days for a decision.
3. There has been new personnel arriving at the Surgery – a new secretary started this week and new trainees (Ana Tawn for 1 day a week until the beginning of February) and then starting full time in May. Dr Emma McCarthy will work 2-3 days a week until May. Luke Mylvaganam is working full time until the start of April. At present lots of members of staff are off ill. There will be a new Nurse Practitioner (Maxine Levin) who will be covering maternity leave but Jo Bruce will be coming back after this. It was reported the Surgery is not doing too badly for staff and Professor Howe has now returned and is doing 2 sessions a week.

Any Other Business:

1. There was more information given on the bigger group in future and more meetings with One Norwich are planned which will involve 8 - 8 opening hours 7 days a week.
2. There have been no results from the surveys that were sent out that we have been aware of regarding Improved Access.
3. Missed appointments – the situation has improved but could still be better.
4. Computer booking – this was discussed. It seems that online appointments can only be seen for a certain number of weeks in advance although they are on the system for 13 weeks. We will look into this as it may be a system setting we need to alter.

Meeting closed at 6.45 p.m.

Date for next meeting is Monday, 16 April 2018 at 6 p.m.