

# **Minutes of the Bowthorpe Patient Participation Group**

## **Monday, 16 April 2018**

**Present:** PP (Chairman), KB, AG, SK, SH, PR, AM, SB, DP & JS

**Apologies:** JC & JD

Paul welcomed all to the meeting.

### **Matters arising from last meeting:**

Hub alliance with nearby surgeries (Bowthorpe, Bacon Road and Taverham) are all agreeable. Oak Street and Prospect Surgery have dropped out. Dates are pending for further discussion with remaining practices.

Dr. Luke Mylvaganam has now left. New Foundation Year 2 student (Joanna Weeks) is here for 4 months. Jo Bruce will be returning after her maternity leave. Advanced Nurse Practitioner Maxine Levin has started on 3<sup>rd</sup> April.

1. NHS England – there will be a meeting for Practice Managers on 2 May to discuss Improved Access for the west of Norwich (8-8 opening 7 days a week) which has to be in place by 1<sup>st</sup> August. Details to follow.
2. DP circulated list of available appointments and reported on-line appointments can be booked a month in advance.
3. SK informed members the next N.A.P.P. Conference is to be on 9 June in Nottingham and asked if any members were interested in attending. The applications have to be returned by 23 April. A member from Trinity Street had attended last year.
4. SK also informed all members that on 23 May all Norwich practices will be closed from 1pm for the first One Norwich Protective Learning event. These will possibly be held every quarter. Telephone cover will be provided by IC 24.
5. SB asked about Rayne Park (a new building development) and was told the surgery will be taking on patients from here.
6. Boots – there were no new comments about this.
7. There have been no complaints about the telephone calls in the morning and missed appointments are mainly with the Nurses.

### **Any Other Business:**

PR informed members about an NHS Mental Health Session on 8 October in the Forum which is an awareness week to help carers. He asked for any ideas to be passed to him.

The meeting closed at 7.50pm

Date for next meeting Monday, 16 July 2018 at 6pm.