

MINUTES of the MEETING of the BOWTHORPE PATIENT PARTICIPATION GROUP held on Monday, 16 January 2017

Present: Paul Postle (Chairman), Sonja Kerridge, Karen Bell, Zoe Luxton, Dr. Abraham George, Ann Moore, David Porter, Zeyar Win, Peter Rowley, Sallyann Howlett, Jill Hart and Jane Steggles

Apologies for Absence were received from: Dr. Craig, Sue Birrell and Jim Dart.

Paul opened the meeting (even though he has a bad bout of shingles) and welcomed everyone.

1. Matters arising:

- From the 3rd paragraph of the Minutes Sonja pointed out it should read One Norwich GP Alliance which has been in operation since the New Year.
- PPG meeting is to be held at the Park Hotel, Basingstoke on 24 June – subject ‘Patients, Power and Partnerships’. Sonja asked if anyone was interested in attending but all declined.
- Agenda Items:
- Nurse Practitioner – Gillian Denman is to retire on 31 March and Bev Stainsby is to leave to change career. Sonja reported interviews had been held and a candidate has verbally accepted the post as a Advanced Nurse Practitioner. Dr George reported it would be really good if she did take up the post as she has a lot of experience and was previously a Community Matron.
- A new Registrar will be starting 1<sup>st</sup> Feb – Dr J Honney.
- Karen Bell reported about the change to appointments and telephone message - this was agreed by the doctors to help improve their workload. The telephone message now explains that the patient will be asked for a brief outline of their symptom so they can be signposted to the correct person. Karen said some patients had some reservations but she had dealt with these satisfactorily. This was discussed and the group were told that there is also an increase in staff to answer the phone lines between 8.30am and 9am. Dr. George gave a brief statement from a doctor’s point of view on how this will improve their workload situation.
- Winter Pressure Appointments. Starting from last week the CCG has offered a Winter Pressure initiative to practices. This is to offer patients an increase in available “on the day” appointments. The practice is to offer an extra 19 appointments per week from the period 9 January to 28 February. There will be 4 appointments extra per day per week outside normal hours.

2. Any Other Business:

- Peter Rowley thanked the surgery for their excellent service and all members agreed with this.
- David asked if there was a pattern of DNA’s (do not attend) and Sonja reported there was a mixture. She agreed to bring along her DNA tracker to the next meeting.

- David asked about STP (sustainable transition plan) but there are no plans as yet.
- Peter mentioned there are still a few problems with prescriptions at Boots and there was a short discussion about paper-less prescriptions.
- It was asked if there was any cross-over between Trinity Street and Sonja invited any members who wished to attend the Trinity St meeting tomorrow, 17 January. It was mentioned there had been a 'get together' last year between the two groups.

The meeting closed at 6.50 p.m.

Date for next meeting is Monday, 24 April 2017 6pm.