

Minutes of meeting of the Bowthorpe Patient Participation Group held on Monday, 16 July 2018.

Present: Paul (Chairman), Dr Jane Craig, Ann, Sue, Peter, David, Vikram (Manager of Boots) and Jane.

Apologies received from: Sonja and Karen (belated ones from Sallyann and Jim).

There were no matters arising from last Minutes.

1. Results of the improved access of West Norwich practices was discussed but it turns out many are not keen. Norwich Practices Limited will start in August at Roundwell surgery. This will be Nurse Practitioner led and appointments will have to be pre-booked.
2. Report of N.A.P.P. Conference – Paul had attended this and gave a report on his day and also produced several leaflets and hand-outs for members to look at. He said many groups had reported there is no Doctor present at their meetings but it was agreed that this group always has a doctor in attendance. It was suggested some other members of staff might be interested in attending.
3. The report on the Patient survey results were discussed and it was agreed there could be some improvements but overall the surgery was doing well. Peter mentioned he thought the receptionists were doing a good job re-directing phone calls to the appropriate person. It was noted the results are only for Bowthorpe and not the Trinity surgery. It was also mentioned that Registrar appointments are not available on-line and releasing appointments the night before (which are not taken up) could help the situation.
4. Vikram (the new Manager of Boots) then introduced himself. He explained how the pharmacy works and the subject of problems with prescriptions was fully discussed. It was agreed that difficulties arose when some prescriptions are pre-ordered and others are left rather late. Dr. Craig asked about stock differences and Vikram agreed to sort this out. (His e-mail address [REDACTED]).
5. Peter mentioned that on 8 October there will be a Carers Information Day at the Forum and this will feature mental health awareness. It is from 9 until 3 p.m.

The next meeting is Monday. 18 October 2018 at 6 p.m.

Meeting closed at 7.18 p.m.