

# Minutes of Bowthorpe Patient Forum Meeting

Monday 16<sup>th</sup> October 2017

**Present:** Sonja Kerridge, Karen Bell, Paul Postle, David Porter, Zeyar Win, Peter Rawley, Jane Craig, Susan Birrell, Ann Moore

**Apologies** – James Dart, Sally Ann Howlett, Jane Steggles, Jill Hart

## 1: Matters arising from last meeting minutes.

- Message has been shortened to the minimum
- Try to publish on line which Doctors are in surgery each week
- New Nurse Lisa Stokes has now started on 9.10.17, having come from A + E. Being trained as a new practice nurse.

## 2: Working 8am – 8pm

SK presented the current plans for improving access by the local CCG. Information regarding a new survey on line and paper, to assess patients views of access. This consultation will then lead to making possible changes.

Plan for 31.3.18 with a central hub. Deciding on specific criteria. Details to be finalised in due course.

Peter Rawley said a lot of elderly patients find that they like phone appointments.

## 3: Boots

Declined to attend the meeting. Peter had a text from Boots saying now the text messaging system is not working.

Peter Rawley discussed some issues with their staffing issues, rather than any additional specific staff problems. The problem persists. Still struggling with timely organisation of his scripts.

- Texts are unreliable
- Issues with supply, especially an issue for the elderly
- JC said currently we are looking at method and documenting issues to report to the LPC
- David – Boots .....1/5 on NHS advices for service. Currently number investigation.

- Suggest any concerns report back to us and to LPC
- SK said all the PM's are struggling with the issues with Boots

4: Secretary position available. Jane Steggles is now retired – was keen to step down. Ask around.

Paul happy to continue as chairman

## **AOB**

### **David**

- STP – any further news including walking classes debt advise
- Ear washouts – discussed how to manage these
- Niggles on website  
Minutes of meetings 'error to 4'  
Sk to address  
2 NP's  
Ewo on screen as 'clinics & Services'  
Online confirmations
- Currently no new female GP's at Bowthorpe immediately though our next GP registrar is female
- New pharmacist 1 day a week at present!
- Bowthorpe community choir. £1 for 1.5 hours at the church 7pm Thursday.  
Run by Ann, all welcome.

5: Next Meeting 15/1/18

Meeting closed at 7pm