

Minutes of the Bowthorpe Patient Participation Group meeting on Monday, 17 July 2017.

Present: Paul Postle, Ann Moore, Jim Dart, Zeyhar Win, Sue Birrell, Zoe Luxton, Dr. Abraham George, David Porter and Jane Steggles.

Apologies for Absence were received from Dr. Craig, Sonja Kerridge and Kathy Bell.

Paul welcomed all to the meeting.

Matters arising from last meeting:

1. The question about blood test results available on line – these are now working.
2. It was reported it is not definite if the new nurse will be starting but the Practice does have 2 nurses and 1 Health Care Assistant at present.
3. It was reported that Professor Howe will not be replaced when she takes her sabbatical leave, but as she is an additional service this should not cause a problem at the moment as the Surgery is now opening on Wednesday afternoons.
4. It was mentioned that a member of the Trinity Street Practice would be coming to a future meeting to discuss the BHC Conference. Paul went through the figures from the Patient survey (just for Bowthorpe) and these were discussed fully. In answer to one of the problems stated, Jim suggested signage asking parents to keep their children under control which can be a definite problem.
5. The subject of telephone calls was discussed especially the matter of queueing. It was suggested that a rota of doctor's working times be published to enable people to know when to contact the Practice so they know which days their Doctor is working. With regards to Peter's comments several ideas were expressed to enable the telephone message to be shorter and Zeyhar suggested several short-cuts. Dr. George said he would mention these to the other Partners. He also explained what primary care would be like in the future.

Meeting closed at 7.20 p.m.

Date for next meeting is Monday, 26 October 2017 at 6 p.m.