

MINUTES of the MEETING of the BOWTHORPE PATIENT PARTICIPATION GROUP held on Monday, 27 April 2017.

Present: Paul Postle (Chairman), Dr Jane Craig, David Porter, Zeyar Win, Jim Dart, Sallyann Howlett, James Horth (Manager, Boots), Katie Woodcock and Jane Steggles.

Apologies for Absence were received from: Sonja, Karen, Ann Moore, Jill Hart and Peter Rowley. Trisha Dewery has resigned from the Committee due to work commitments.

Paul opened the meeting, welcomed everyone and invited James Horth and Katie Woodcock to introduce themselves to the meeting.

1. Matters arising:

- David asked about the situation of DNA's. Dr Craig reported these are down this month and explained the reasons why this is (like weather conditions and text reminders).
- Dr Craig also reported the new Registrar is half-way through their 6 month programme with the surgery and will have to leave at the end of this period but it is hoped she will return if possible.
- The new Nurse Practitioner was starting today (Jo Bruce) and working 8 sessions a week. The surgery is interviewing for a new Practice Nurse as one is leaving and hope to replace her in the near future. It is looking quite hopeful as there are several applications from acting Practice Nurses.
- Norfolk Carers Handbook – Paul showed a copy of this publication to members which provides useful information for carers. Dr Craig said it was available from the surgery and suggested Boots might like to keep some copies as well
- The subject of Boots was again raised as Peter had left a message in his absence of some points he wished to raise. James Horth expressed his regrets at this and explained that he will definitely investigate the claims and contact Peter about his findings.
- Jane expressed how happy she had been with Boots that they had obtained a prescription for her dog and apparently is this quite normal for them to provide medication for pets.

Any Other Business:

- David asked if the new telephone responses were making life easier for the Doctors and reception staff and the procedures appear to be working well.
- Jim asked if it would be quicker for blood results to be available for patients on the internet and Dr Craig said she would look into this but explained it can cause worries for some people who do not know how to interpret them properly. She asked for members of the group to act as guinea pigs for this and David and Jim agreed.
- Dr Craig reported the surgery is now trialling appointments on Wednesday afternoons.
- David reported he thinks the Pre-diabetic programme is very good and the feedback in general has been very good.

Paul thanked everyone for attending and especially Boots and the meeting closed at 6.45.

Date for next meeting is Monday, 17 July 2017 at 6 pm.