

MINUTES of the MEETING of the BOWTHORPE PATIENT PARTICIPATION GROUP held on Monday, 26 January 2015

Present: Paul Postle (Chairman), Sonja Kerridge (Practice Manager), Kathy Chaplin (Office Manager), Dr. Barger, Jill Hart, Ann Moore, Zeyar Win and Jane Steggles.

1. Apologies for Absence were received from Dr. J Craig and SallyAnn Howlett .
2. Matters arising:
 - Sonja asked if any members had looked at their records which had been mentioned at the last meeting although nobody had.
 - Dr. Barger introduced himself and gave members a brief history of himself and mentioned that his main interest is acupuncture. Sonja also mentioned another new Doctor had joined the practice – her name is Dr. Claire Slater and she joined in October.
 - Paul asked how the surgery had coped over the Christmas and New Year period and Sonja reported this had been fine. The Christmas opening was arranged by Norwich CCG and 111 but communication within 111 was lacking which resulted in no patients being directed to the surgery.
 - Sonja informed the meeting that the surgery was now text messaging patients (if available) to remind them of appointments and there had been a slight improvement in the number of missed appointments since this was implemented. Boots are also doing this for collection of prescriptions.
 - Sonja informed the group that Dr. Beales will be retiring on 5 April 2015.
 - Mr. Win was then asked how he found out about the group and he reported he had looked on the website and decided to join. He was welcomed to the group.
 - Jill mentioned about how helpful the receptionists were and wanted them to be thanked. It was decided that Bowthorpe is lucky to have such a good practice compared to other surgeries.
 - Sonja mentioned there is a Friends and Family test and asked members to fill one in. She then passed out 'Patients Matter' quarterly newsletter.
 - The question of Boots was raised and it was agreed that in general the service is not very good. There is another new manager in the shop.
3. Any Other Business:
 - Mr. Win reported he is a member of the Patients Participation and Experience programme and agreed to talk about this further at the next meeting.

The date of the next meeting is MONDAY, 20 APRIL 2015.

The meeting closed at 7.45 p.m.

