

MINUTES of the MEETING of the BOWTHORPE PATIENT PARTICIPATION GROUP
held on Monday, 17 October 2016

Present: Paul Postle (Chairman), Dr Jane Craig, Sonja Kerridge, Karen Bell, Ann Moore,
David Porter, Zeyar Win. Sue Birrall, Sallyann Howlett, Jill Hart and Jane Steggles
Apologies for absence were received from Trisha Drewery, Peter Rowley and Jim Dart

1. Matters arising:

- Paul welcomed everyone and asked them to introduce themselves to Karen Bell who is the new Surgery Manager. She in turn gave a brief resume of herself.
- The next PPG AGM has a provisional date of 24 June 2017 but the venue is undecided but should be in the South East. Members were asked if they would like to attend but nobody expressed an interest.
- There was discussion on the subject of the Norwich Walk-in Centre being turned into a hub and all surgeries in this area working closer together in the future. On the same subject there was also discussion about the surgeries sharing more services and sending paramedics and nurses on home visit to patients rather than them making an appointment. Dr Craig said nothing concrete had been established about this but the group is to become one of the 'One Care Alliance' (although this name is to be voted on). Zeyar said he would provide a web site address for members on this subject but it was agreed the surgery would like to keep as just Norwich and not outlying districts.

2. Any Other Business:

- Zeyar asked if Trish Drewery had started work with Sonja as agreed at last meeting but she has yet to begin.
- The results of the surveys were extensively discussed and it was stated that there had been only 3 complaints in 400 patients on Saturday with the flu injection programme.
- Sallyann drew attention to the fact that patients have to wait outside in all weathers and asked if a shelter could be erected. Sonja reported the surgery is not allowed to erect any covers and the insurance policy does not cover this situation.
- Jill commented on the reception staff and Sonja reported they have some apprentices learning the reception duties but there is not a great turnover with these roles.

3, Date for next years' meetings are:

Monday, 16 January 2017
Monday, 24 April 2017
Monday, 17 July 2017
Monday, 16 October 2017

The meeting closed at 6.50 p.m.