

MINUTES of the MEETING of the BOWTHORPE PATIENT PARTICIPATION GROUP held on Monday, 18 January 2016

Present: Paul Postle (Chairman), Dr J Craig, Kathy Chaplin (Office Manager), Jill Hart, Ann Moore, Peter Rowley and Jane Steggles

1. Apologies for Absence were received from Sonja Kerridge (Practice Manager), Sally Ann Howlett, Zeyar Win and David Porter.

2. Matters arising:

- Peter Rowley informed the meeting of several issues he had had with Boots (another branch) and the Health Service although none of these did refer to Bowthorpe Surgery. It was stated that if anyone has issues with IC24 they should be directly referred to CCG and not the surgery.
- Dr Craig advised that the electronic prescriptions are now operating although patients should wait until the afternoon or next morning as unless they are signed at the time there will be a delay in reaching Boots. This does mean mislaid prescriptions can now be tracked.
- Dr. Craig mentioned that if anybody had any issues to make regarding the surgery complaints they should be made to the appropriate person so that this can be dealt with.
- Dr. Craig also reported there is a new GP Registrar, Dr. Shandeep Momi, who has moved from working in Ireland in A&E in Dublin and will start on 2 February 2016 and she will be his trainer.
- There were discussions about 7 day a week access and the issues this will cause. There are steering groups working towards this for the future.

3. Any Other Business:

The date of the next meeting is MONDAY, 18 APRIL 2016.

The meeting closed at 6.40 p.m.