

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

Present: Paul Postle (Chairman), Dr Abraham George, Sonja Kerridge, Kathy Chaplin, Ann Moore, David Porter, Jane Steggles, Zehar Win, Jim Dart, Sue Birral and Trisha Drewery

Apologies for Absence were received from Dr Jane Craig.

The group were introduced to the new members and they in turn gave a brief overview of themselves.

1. Matters arising from last meeting:

- Anne Moore attended the surgery during the PPG Awareness Week and managed to recruit a new member. She was thanked for her time and sterling effort.
- Dr Win did not attend the NAPP Conference due to time constraints and funding but said all the speakers could be watched on the NAPP website. We hope it will be closer to Norfolk next year, which would make it easier to attend.

2. Agenda Items:

- It was reported that Kathy would be retiring from her position as Surgery Manager on 31 August 2016 after 18 years in the post. A replacement or re-scheduling is in progress.
- Dr Momi the current registrar is leaving on 2 August and will be replaced by Dr Geidre Zemaitiene who will be starting on 3 August.
- Michelle (nurse) left the Practice on 1st July and Joanne Booth will be taking over her position.
- The subject of the patient orientated policies in readiness for CQC were discussed and Trisha offered to help with this as she has years of experience doing similar work in her previous employment at various departments in the hospital. She agreed to get in touch with Sonja about this.
- Dr George gave his views on why the employed should have priority on day appointments and there was a discussion on this and several points were put forward. Jim Dart mentioned that he found it very difficult to get an appointment. It was pointed out that Saturday morning appointments were all on-line appointments that he could possibly access but he found that these were all gone when he required them. KC said that she was puzzled by this as by Friday afternoon the Saturday appointments were mostly unbooked and had to be converted to be able to book patients who phoned/needed to be seen.

- The question of Brexit and its effects on the NHS was discussed by Dr George. Outcome is we will all have to wait and see.
- There was a discussion about the necessity to place adverts/notices in the Bowthorpe News to encourage more members and Sonja is to look into this but it was agreed that posters were not ideal in the waiting areas as the Forum is already mentioned on the PIP screen.

3. Any Other Business:

- Paul asked if any members had experienced difficulties with the recent road works that have taken place to provide underground electrical supplies. Several comments were made on this.

Date of next meeting: Monday 17 October 2016 at 6 pm in the surgery.

Meeting closed 19.00hrs.