

## **MINUTES of the MEETING of the BOWTHORPE PATIENT PARTICIPATION GROUP held on Monday, 20 July 2015**

Present: Dr Jane Craig, Sonja Kerridge, Kathy Chaplin (Office Manager), Dr Abraham George, Paul Postle, Ann Moore, Zeyar Win, Sally Ann Howlett, and Jane Steggles.

1. Apologies for Absence were received from Jill Hart and Peter Rawley.
2. Matters arising:
  - Dr. Craig then informed the meeting that there will be a new Advanced Nurse Practitioner (Bev Stainsby) who will be working 3 days a week while she is re-locating from Cornwall which means there will be a Nurse Practitioner working every day with two on Mondays. She also mentioned that the recruitment crisis continues. A Pharmacist was offered a position to work in the Surgery but she declined the offer.
  - Diane Stolworthy is the link nurse for infection control for the practice and asked members if they had any issues on this matter would they please contact her by e-mail: [dianne.stolworthy@nhs.net](mailto:dianne.stolworthy@nhs.net).
  - Sonja drew all members attention to the results of the Patient Survey which was then discussed.
  - The CQC will be in the area in August and could be inspecting the Surgery under the new procedure and will look at all processes. They will give 2 weeks notice and Sonja asked if any members would like to participate in this if required.
  - Ms Helen Hannant and Mr Paul Bailey (Area Manager for Central Norwich) from Boots then joined the meeting. Several concerns were raised and answered and assurances made for a better service in the future and that all queries would be dealt with.
3. Any Other Business:
  - Paul mentioned that he has now been the Chairman for a while and asked if members would like him to continue – this was unanimously agreed. Jane also agreed to continue acting as Secretary.
  - Date of next meeting is Monday, 19<sup>th</sup> October 2015.

The meeting closed at 7.10 p.m.