Phoenix Family Care

**103 Leamington Road**

**Coventry, CV3 6GQ**

**Patient Representative Group**

**Minutes of a Meeting held on Wednesday 5th June 2019 at 09.15**

**Present**: Michael Harris (Chairman), Lenka Weatherson (Practice Manager), Dr Lall (GP), Joy Short (Senior Receptionist), Anne Bruffell, Manjit Kaur-Heer, Margaret Knight, Joan Rennie, John Bruffell, Apollo Economides, David Knight, John Archer

**Apologies**: Manjit Kaur-Heer, Carol Lapworth, Jane Hodge, Gazalia Butt

1. The Minutes of the Meeting held January 2019 were accepted as a

true record. Any matters arising would be covered by the Agenda.

1. **Notification of A.O.B.**

Welcome to a new member of PRG Mr John Archer, Apollo Economides accepted post of deputy chair, Lenka will record minutes

1. **The Phoenix Family Care Practice:**

Staffing: Lenka gave the update of no changes in the staffing at the surgery. Locum female GP will continue being booked by the practice on regular bases. As per previous discussions list of all staff was provided on the newsletter as well as directly passed onto the PRG group. Online – the website have up-to-date information with staff details.

Dr Exon has now retired and no appointments or any advise can be booked with Dr Exon. There is no active recruitment to replace for same amount of sessions. Possibility of PT GP is being discussed but no concrete plans are in place.

The practice encourages to book one problem per appointment so that issues can be addressed in timely manner and surgeries are not overrunning.

1. **The Move to Leamington Road:**

The practice has moved and new meeting room is being completed. 95% of the practice is completed and finished and in use. Meeting room should be completed and available for next meeting. Outside of the practice will be also finished off and completed. There is 9 clinical rooms available at the surgery.

1. **Clinical Commissioning Group**: Apollo presented his report and subsequently submitted a written report which follows:

Integrated clinical system may be the long term plan for CCG

Discussion over 3 options:

1. Nothing will change to current CCG layout
2. 3 separate units with one overseeing body
3. Complete merger
   * 1. North Warwickshire
     2. Coventry & Rugby
     3. South Warwickshire

This decision should be going out to vote to all GP surgeries in order to make decision. Further information is to follow.

1. **Future of PRG**

Amendments to terms of reference

* Change of address
* Discussion took place over whether there should be a limit on number of members present in the meeting. Currently agreed that there is no upper limit going to be enforced as to encourage to bring in variety of patients to join the group and bring different views to the discussion.

Lenka has enabled the PRG to have dedicated area on the website. The PRG will be able to communicate via the website. Further to the discussion PRG asked if a display board will be placed again in the waiting area where different events and PRG communication could be displayed. This is to be confirmed by Lenka and Dr Lall.

PRG group emphasised that not all patients are using internet

Future meetings – option if pharmacy (chemycare) will be invited to the table to be part of the discussions.

Lenka can put information about the PRG on the TV

Lenka to make available area on the newsletter for PRG to have their input. Newsletter are monthly or by-monthly

1. General discussion on issues around the surgery

Relationship is good between PRG and surgery. Improve on communication and seek more input on opinion from PRG. PRG wants to be more involved in running of the surgery and having more input in order to assist the management and PR.

Idea of Telephone triage – Dr Lall explained that we have trialled it but it would not work very well. The issue was that some issues cannot be resolved over the phone and therefore telephone and further face to face appointment would be needed. Some days over 100 of telephone appointments may be needed in order to accommodate every request. Not realistic.

Agreed that there is immense pressure on the GP surgeries. PRG would like to be more informed on the difficulties that are causing this pressure and if they could assist to ease the pressure.

1. ANP

Recommendation on slowing down on the phone and that some patients may not understand different accents. Staff to be made aware and to slow down.

ANP issue – practice to advise more on the skills and knowledge the ANP has and the benefits of seeing the ANP over the GP. Lenka to discuss this with GPs and to be continued.

1. Next meeting:

* Discussion on appointments
* What has be tried and what works and what doesn’t
* Access
* What is in the future

**Date of next meeting: Wednesday September 11th at 09.15 a.m.**