**Phoenix Family Care**

**35 Park Road**

**Coventry**

**CV1 2LE**

**1.00pm to 2.30pm 25th October 2012**

**Attendees**

Beth Cartwright (BC) Practice Manager

Jane Hodge (JH) Patient Reference Group Member

John Finn (JF) Patient Reference Group Member

**Welcome and Introductions**

BC welcomed everyone to the meeting. BC said that there was no representative from the PCT but Linda had hoped to be at the next meeting and she sends her apologies. BC said that she was pleased to see that Jane had turned up and had not been put off with being the only one at the first meeting. BC welcomed John to the group – BC said that she had another lady who was going to attend but had not turned up. JF did say that he nearly forgot. He suggested that an e.mail would be beneficial to remind him of the date. BC suggested that we ask Linda Onerhime if she could give any information as to how the other PPGs prompt their dates of the meetings.

**Minutes of previous meeting**

BC went through the previous minutes to bring JF up to date. We covered the patient Participation Direct Enhanced Service. Role of the patient reference group. The ground rules and the expectations and promotions of the group.

**Developing a questionnaire about the practice**

BC said that she had a meeting with LO on Tuesday as she would not be present for the meeting and BC did not want to cancel as she felt it would be detrimental to the building of the PPG it was better to go ahead with the meeting to keep the momentum of the group. It was felt that we needed to take the group forward in discussion regarding how best to work together to improve services. A questionnaire was discussed but maybe when we had a few more people in the group it could be worked on.

JF asked how many patients the practice had. BC said approximately 6,000. It is mainly an elderly population. The PCT was discussed and how they will be phased out next year 2013. Discussion regarding commissioning groups – BC gave a brief account of the Complaints procedure and how they are dealt with. Also an account of the appointment system. BC did say that she welcomes a PPG as an asset to help her in her position. She did stress that although it is slow on the uptake, hopefully by the beginning of next year we should have a few more in the group to start making a difference.

**Any other business**

No other business was discussed

**Date of next meeting**

Thursday 13th December 1.00-2.30pm at Phoenix Family Care

**Actions**

BC to send typed minutes to BC before next meeting