Phoenix Family Care

35 Park Road,

Coventry

CV1 2LE

Patient Representation Group

Minutes of Meeting Thursday July 21st 2016

Present: David Knight (Chairperson) Dr Exon, Helen Leonard, Mavis Colley, Apollo Economides, John Finn, Jane Hodge, Carol Lapworth, Olga Nearchou,

Joan Rennie

Apologies: Michael Harris, Manjit Kaur-Heer, Margaret Knight

Visitors: Katie Weetman, Rachel Phiri

1. **Minutes** of meeting held on April 21st 2016 were approved.
2. **Matters Arising**:

Appointments: This issue remains an priority issue. To be agenda item for PRG group’s next meeting

Intercom system: The Practice is in discussion with a telephone company - watch this space!

1. **The Phoenix Practice**

Dr Exon reported on the GP vacancy. As previously stated citywide GP practices are affected with GP vacancies. Phoenix Family Care hopes to secure a GP through the scheme jointly funded by the UHCW/CCG/Prime Minister’s fund/Research. This scheme offers the successful candidate to work in GP practice, in Hospital, and also research which is the modern way of working for GPs.

Staff news: Beth Cartwright - Practice Manager has retired and recruitment for her replacement is underway. Nurse Tina is leaving the surgery.

The practice is looking towards Nurse Practitioner involvement and student mentoring for nurses

1. **CCG**

Apollo reported on the AGM and highlighted the following items:

-Admiral nurses who specialise in Dementia patients

- legal issues of sharing patient information

- Atrial Fibrillation

- GP for frail elderly

- Localities (Phoenix Family Care in Godiva)

- Pharmacies – under pressure to save money

As each patient group becomes more specialised the clinical and admin work increases for practice staff.

1. **Katie Weetman – Written Discharge Communication**

Katie introduced herself and Rachel Phiri, both from Warwick University. Katie is in her 1st year of PhD and is researching: An Investigation of Written Discharge Communication: A Combined Linguistic and Health Science PhD.

Katie invited members of PRG to complete her questionnaire and return it to her.

1. **Any Other Business**

The Care Project holds information in the Practice which could be used by companies for commercial interest. Patients have been able to opt out. However, for the present this project has been scrapped.

Following the removal of toys in the waiting room the question was raised if magazines are still being accepted for the patients’ use in the waiting room. These changes have been effected because of the Health and Safety Policy.

1. **Date of Next meetings**

**Thursday 13th October 2016**

**Wednesday 11th January 2017**