Phoenix Family Care

35 Park Road

Coventry CV1 2LE

Patient Representation Group

Notes of Meeting held on Thursday 6th September 2018 at 8.30 am

Present: David Knight (Chairperson) Lenka Weatherspoon, Apollo Economides, Jane Hodge, John Finn, Joy Short, Manjit Kaur-Heer, Margaret Knight, Joan Rennie

Apologies Dr Guhunia, Dr Lall, Michael Harris, Carol Lapworth Ghazala Butt

1. **Minutes** of the last meeting 6th June 2018 were approved
2. **Matters Arising**
* Please will all members give some thought to Dr Guhunia’s request as to ideas for informing patients about the move.
* It is confirmed that Chemycare will be moving with us to Leamington Road.

3 **Secretary Vacancy for Group**

So far there is no one able to offer their time to support this role and Jane confirmed that this would be her last meeting of minute taking and other secretarial duties. It was agreed that a new appeal for patients willing to join the group needs to be actively undertaken. **Lenka** agreed to insert an advert onto the website and in the Newsletter. There was a discussion about the possibility of a Facebook page though there was caution expressed about this possibility. **Lenka** will discuss with the Doctors. If agreed **Manjit** offered to monitor the Facebook page.

1. **Phoenix Practice Update**

Staff Changes: Anna (ANP) and Máiréad have left

 The three Advance Nursing Practitioners are:

 Helen, Debbie and Sunila. Clare is the new Health Care Assistant

1. **Leamington Road Update**

Progress to date: plumbing completed. Electrical work almost completed. The Plastering is due to start and will take 5 weeks. The Drive and Kerbs are booked for 20.10.18. Fixtures and fittings on order including the new Phone System.

1. **CCG Update**
* “Have Your Say…” questionnaire. Group encouraged to complete it (10 mins) <https://www.surveymonkey.co.uk/r/P2VB3K7>
* Meeting to be held in Cheylesmore at the Community Centre on Tuesday September 25th 2pm-4pm.
* Meeting held with HealthWatch about POD, raising concerns about the lack of good communication with patients and the confusion between pharmacies and patients.

Whilst some discussion was helpful Apollo remains concerned about the ongoing cost of POD as declared in the Business Plan. It has cost £100,000 to set up and ongoing costs will rise. The practice does not pay for the service. There is also concern for vulnerable patients who require support obtaining their prescriptions. The group were reminded that repeat prescriptions can be ordered using

POD : 024 7624 6072: or online

Online reading of CCG documents:-

Driving Improvement in GP practices and The Annual Report

 **7 Any other Business**

Michael to be invited to attend next Carers Meeting on behalf of Group to advertise the need for a Secretary for PRG. **Jane**

Manjit asked for another review of times of meetings as we need to be more adaptable to meet needs of potential new members who may work, have family commitments **Jane**

 **8. Date of Next Meeting** Wednesday 7th November 1.pm