Phoenix Family Care

**103 Leamington Road**

**Coventry, CV3 6GQ**

**Patient Representative Group**

**Minutes of a Meeting held on Wednesday 11th September 2019 at 09.15**

**Present**: Michael Harris (Chairman), Lenka Weatherson (Practice Manager), Joy Short (Senior Receptionist), Anne Bruffell, Manjit Kaur-Heer, Margaret Knight, Joan Rennie, John Bruffell, Apollo Economides, David Knight, John Archer, Manjit Kaur-Heer, Gazalia Butt, Carol Lapworth, Jane Hodge, Uma Sharma (Carers Trust), Peter Aslan

**Apologies**:, Dr Lall (GP),

1. The Minutes of the Meeting held June 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 Peter Aslan, Lenka will record minutes

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

Debbie Wardlow has left the practice to persuit her further career development. The PRG team passed Debbie their regards and wishing her well in the future.

Dr Khara works with the practice on regular bases in order to have access to female GP. Practice does agree to continue arrangement with Dr Khara as a locum and agreed sessions well ahead to prevent changes in staffing and be able to offer continuity.

Surgery is being finished gradually and awaiting for further workman to quote and advice of costs to finish gates and around the surgery.

1. **Carers trust**

Uma has kindly offered to come to talk to PRG group

Surgery works really hard to promote this service but would like to ask for help from PRG group to expand and make the carers trust awareness more broad across all patients.

Uma has introduced herself and her 25 years of experience working with Carer’s trust.

The aim is to develop care in community

Lots of people are still not accessing the support even though they would be eligible

We need more patients to come forward who look after someone or help someone:

* Get access to lots of services & support
* For young carers and adult carers
* Support and benefits

In NHS each GP needs to achive quality markers

Carers need to be recognised

Carer friendly policies and access to the surgery

Practice looking for a champion: Carol Lapworth offered help with the carers trust and to be carers champion

Carers champion needs to help with making sure that every carer is recognised.

2 levels of support offered by carers trust –

1. hands on work with social services
2. remote or run support groups and activities

Mrs Butt didn’t have good experience with the carers trust whereas Mr Harris did.

1. **Requests**

Clock in waiting area

1. **Appointments**

Mr Harris made a call / visited the surgery and received a call – happy with the service offered.

Discussion over promoting appointments and that appointments can be pre-booked. LW to reinstate this in the newsletter and communication.

LW asking for importance for updating us with mobile phone numbers and the importance of that.

What would be helpful – mission statement / how to achieve them / positive comments.

PRG will help to promote the mobile phones and how to make appointments

PRG will help with promotion of how to communicate further with patients / importance of the text messages

LW to repeat to the staff in reception that the appointments can be pre-booked and not just on the day.

Further information onto the TV screen???

Discussion over building additional group / subgroup to communicate with patients – Peter, Mr Harris, Apollo & Manjit

1. **Clinical Commissioning Group**: Apollo presented his report

3 CCG to come together and join up services

It is thought to be the best outcome of the 3 options originally discussed.

This decision should be going out to vote to all GP surgeries in order to make decision. Further information is to follow. As this is matter that is currently being discussed by the CCG

Lenka commented that the integration is already going ahead in Coventry as the GP networks are being formed and decision is being passed through the GP networks.

1. **Future of PRG**

Terms of reference amended

Will be uploaded on the website under PRG area

1. **Trevor Cornfoot**

Walking for health

Keen to help

Next meeting – invite Mr Cornfoot

1. **Healthwatch**

* Reduced in numbers
* Originally 65 people now it is all gone
* Voice of the patient
* Used to be legal arm / appeal
* Would be good to get that working with PRG
* Important view of the patients
* Run by volunteers
* Mr Economides will bring information from the area.

1. **Next meeting:**

* TBC

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