Phoenix Family Care

35 Park Road,

Coventry

CV1 2LE

Patient Representation Group

Minutes of Meeting Thursday March 12th 2015 1pm -2pm

Present: David Knight (Chairperson), Mavis Colley,

Apollo Economides, John Finn, Manjit Kaur-Heer, Margaret Knight,

Helen Leonard, Michael Harris, Jane Hodge, Joan Rennie,

Apologies: Dr Osmani, Jean Blinco, Carol Lapworth

David informed the group that Dr Osmani will be taking maternity leave from April 1st . It was noted that from April 2015 it will be mandatory for all practices to have PRGs. The group were very concerned about the prospect of meeting as a group without any input from one of the partners in the practice as it is felt that without a Doctor in attendance at our meetings the group would fail to be effective. The group are willing to alter the day of our meetings in order to enable Dr Lall or Dr Guhunia to attend. **Helen**

1. **Minutes** of meeting held on January 8th 2015 were approved
2. **Clinical Commissioning Group**

Apollo reported on a recent meeting he attended of representatives from all 65 practices in the Coventry and Rugby area. This highlighted common problems and issues for PRGs – time of meetings, use of technology for Virtual meetings. A copy of report will be circulated to group members when available. **Apollo and Jane**

The group were circulated with an Introduction to using Social Media to engage with more difficult to reach patients and carers. This is an area which the group has already identified as a priority for the practice, looking for different ways of working including Online booking of appointments, telephone Triage, telephone consultations, questionnaires.

A Newsletter for PRGs is to be launched.

The CCG are working towards Specialisms in the Community, starting with Opthalmology and Eye Clinics with Dermatology to follow on. Eye tests for the housebound are already available for patients at Phoenix Family Care.

Apollo also attended a meeting held in the Council House for Primary Care health workers including GPs, Pharmacists, dentists,practice staff and also Social Services. The Health and Wellbeing board are steering this commitment for the Health and Social Care services to unite to ensure a genuine seamless service to the patient. This way forward may lead to Federated Practices. The group felt it is important for any member of the Phoenix staff to have the opportunity to attend the regular PRG Summit meetings to identify the issues and best practices found in other GP surgeries in Coventry and Rugby. **Helen**

1. **Group's aims for the next 12 months**

The members who were present spoke about their suggestions on the discussion document circulated with the agenda. It was agreed by those attending to have a list of members names on the Notice board.

**The Priorities are:**

* For patients to know who are members of the Patient Representation Group
* For patients to know how to contact a PRG member
* To encourage the practice to move ahead with use of technology for appointments text and online bookings, telephone Triage, telephone consultations
* to experience a two way link between the group and the partners
* To help the practice find an acceptable way to address the Confidentiality in Reception
* To ensure that patients who are Carers, who have Mental Heath Issues, and who are Young People are able to access support for their needs
* To endeavour to find a way forward over the Car Parking issue

**Action list before next meeting:**

* To set up dedicated PRG e-mail for patients to contact the group **Jane and Helen**
* To set up a PRG post box for patients to contact the group **Jane and Helen**
* To refresh the PRG notice board with members, Terms of reference

achievements and priorities for this year **Jane**

* Rubbish to be removed from hedge at the front of practice **Helen**
* Coat hook in the Disabled Toilet **Helen**

4. **Patients Questionnaire**

This item will be deferred until next meeting as the group needs clarity from a Doctor concerning the reason for the Questionnaire, what will happen to the collected data and what difference will it make to the practice **Doctor**

1. **Date of Next Meeting**

to be confirmed but provisionally Tuesday May 12th 1pm -2pm