Phoenix Family Care

35 Park Road,

Coventry

CV1 2LE

Patient Representation Group

Minutes of Meeting Thursday September 11th 2014 1pm -2pm

Present: David Knight (Chairperson), Dr Osmani, Helen Leonard, Jean Blinco, Mavis Colley, Apollo Economides, Jane Hodge, Joan Rennie, Ros Wilson,

Visitor: Carla Elkins, Patient Experience/Public Involvement Manager – CCG

Apologies: Michael Harris, Margaret Knight, John Finn,

1. **Minutes** of meeting held on July 10th 2014 were approved.
2. **Matters arising:**

a) The possibility of a glass screen in reception: Dr Osmani updated the group that progress is being made for this facility.

b) Minutes of PRG and Terms of Reference are now on the notice board and website.

c) Dedicated GP for over 75s: members of the group confirmed this is now happening.

3 **Website:** although there are still several other sites – they have all been updated with current GPs. Our website is now 1st choice with Google and can also be accessed through link on NHS Choices. The possibility of adding the words -”the Official website of...” is being looked into. The photo of the practice is also in hand. **Helen**

6 **Any Other Business:**

The issue of the uniforms is currently being addressed.

Dr Osmani confirmed that there is a system for identifying missed appointments, although this is not a major problem for the practice.

Car Parking is still permitted for maximum of 2 hour period in Park Road.

1. **Access to GP appointments in Bank Holiday weeks**

Although the group does not deal with complaints David agreed to read out an e-mail from Michael Harris concerning his experience of attempting to make an appointment for his wife after the August Bank Holiday. Both Dr Osmani and Helen admitted there was an issue that week but were still concerned about what happened. **Dr Osmani** agreed to follow this up with Michael.

1. **Clinical Commissioning Group (CCG)**

Carla Elkins was introduced to the group. She is the Patient Experience and Public Involvement Manager. Carla gave us a brief resumẻ of the CCG emphasising the importance for information to cascade between CCG and patients (in both directions). Although Apollo has been updating us on the meetings he has attended both he and group members were concerned this flow of information is currently not working well. The group are very keen assist in the networking where possible and Carla agreed this will help to improve communications.

The issue which caused much concern to the members was that of the current Listening Consultation about the proposal to send patient records to Pharmaceutical and Research companies to enable them to produce statistics on various conditions. This consultation ends on 30th September. Patients who do not wish for their records to be sent have to opt out. Group members felt that there would be many patients who would not have any idea about this due to the lack of advertising of this proposal. There are patients who do not attend the surgery very often so they would not have the opportunity to discover what may happen to their notes without their consent. The reception do have Opt-out forms to complete.

1. **Any other business**

Dr Osmani informed the group that Online prescriptions were expected to be available during October. It is hoped that Online appointments will follow later.

1. **Date of next meeting**

Thursday 23rd October 1pm-2pm.