Phoenix Family Care

35 Park Road,

Coventry

CV1 2LE

Patient Representation Group

Minutes of Meeting Thursday October 23rd 2014 1pm -2pm

Present: David Knight (Chairperson), Dr Osmani, Helen Leonard, Mavis Colley, Apollo Economides, Michael Harris, Jane Hodge,

Margaret Knight, Carol Lapworth, Ros Wilson,

Apologies: Jean Blinco, John Finn, Joan Rennie,

1. **Minutes** of meeting held on September 11th were approved with the following inclusion in Item 4 Clinical Commissioning Group at the top of page 2:”The issue which caused much.............about the proposal to have patient records more readily available to research organisations and private institutions such as pharmaceutical companies. This consultation ends on September 30th.......
2. **Matters arising:**

* *Glass screen* in reception: Dr Osmani updated the group that this is an active issue. Dr Exon is aware that the doctors are keen to address this need
* *Website:* The group are keen to ensure the words “The Official Website” are on 'our' website. Also a picture of the front of the premises is requested. **Helen**
* *Uniforms* are in the process of being actioned together with name badges for staff.
* Michael and Dr Osmani have met and discussed his concern about seeing a doctor following the last Bank Holiday. Dr Osmani was clear that patients needing to see a doctor will not be turned away.

1. **Clinical Commissioning Group**

Apollo reported on the Summit he had attended. Issues discussed included PRGs:- their lack of commonality, their raison d'etre and recruitment problems. The National Association of Patient Participation (NAPP) has agreed a Framework for Best Practice document to go to NHS England and, if agreed, to be sent to all PRGs by end of year. The document draws on the best practice for the setting up and running of PRGs- these groups are required to be set up in all GP practices in England by April 2015. Also, local GP practices are being encouraged to enter a competition to chose the practice with the best range of services for patients.

Dr Osmani agreed to speak on the practice services available and under discussion at Phoenix Family Care **Dr Osmani**

1. **Any other business**

a) There is a conference on November 19th on: Ability to talk to people”

There will be an exchange of information – and lunch.

To be held at Coventry Rugby Club in The Butts.

b) The minutes of Patient and Carers Conference - to be circulated with our own **Jane**

c)The Role of 111.

Urgent Care for patients in Coventry. There is a need for patients to be more informed about 111. An Urgent Care centre is to be opened with a 111 element. Information about 111 will be put on display. **Helen**

1. **Date of next meeting**

Thursday January 8th 1pm-2pm.