Phoenix Family Care

35 Park Road,

Coventry

CV1 2LE

Patient Representation Group

Minutes of Meeting Tuesday May 12th 2015 1pm -2pm

Present: David Knight (Chairperson), Beth Cartwright, Helen Leonard,

Mavis Colley, Jane Hodge, Margaret Knight, Carol Lapworth, Joan Rennie, Manjit Kaur-Heer

Apologies: Dr Osmani, Dr Guhunia, Jean Blinco, Apollo Economides, Michael Harris

Ros Wilson

1. **Minutes** of meeting held on March 12th 2015 were approved.
2. **Matters arising:**

* CCG: Next meeting on May 14th which is when the practice staff have Computer Training so they are unable to attend. Margaret agreed to attend to ensure the group had representation as it was thought that Apollo may still be on holiday
* Each year the practice targets varying groups of services and these can be seen on the Practice website
* No news as yet on the PRG newsletter to be issued by CCG
* Priorities for next 12 months:

Jane has the list of members for the Reception Noticeboard.

Helen is dealing with the dedicated email address

Jane is working on the postbox for Reception

* The coat hook, weeding and rubbish are scheduled to be done on 13th May.
* Beth reported that the booking of appointments on line is hoped to begin during the month of May. However availability of Doctors is currently causing severe staffing problems and appointments for the foreseeable future are likely to be on a daily basis only. Dr Exon, Dr Lall, Dr Guhunia and Dr Atuf who is covering Dr Osmani's maternity leave.
* Beth is currently looking at updating the call system for patients waiting to see doctors and nurses as well as the move of telephones away from Reception to ensure confidentiality. However Beth did warn the group that financing these updates was a real issue.
* The group expressed their disappointment that, having altered the day of the meeting, and members changing their plans to attend, there was still no GP representation. The group again reiterated the importance for GP input to the PRG meetings. David reminded Beth that he would be willing to attend a Practice meeting to speak with the practice doctors at the beginning of one of their regular meetings. Beth agreed that this would be of mutual benefit and agreed to action it **Beth/Helen**

1. **Patient Questionnaire**

The questionnaire is a mandatory requirement from NHS. It is required on a yearly basis. The replies will be analysed by Jenny Lee who visited the PRG group last year. The results will be posted online and on the noticeboard.

Carol was thanked for her work on collating the questionnaire into a more accessible document. Carol will send the final draft to Jane having completed the amendments. Jane will forward the questionnaire to members with a final date for comments, after which it is agreed for the questionnaire to be sent to Helen for distribution to patients from reception. **Jane**

1. **Any Other Business**

Station Plan

Carol informed the group that she had obtained a copy of the Station Plan and expressed her concern at the impact the road closures, and the Parking Restrictions coming into force in the Stoney Road, Michaelmas Road areas, would have on visiting the practice and the pressure this would have on parking. Beth confirmed that Dr Exon is attending meetings about the Station plans. This is to be an agenda item for next meeting. Those who can, are asked to look at the plan online before the next meeting. **All**

1. **Date of next meeting for the next 12 months:**

Wednesday 5th August 2015 1pm -2 pm

Wednesday 28th October 2015 1pm-2pm

Wednesday 20th January 2016 1pm -2pm

Thursday 21st April 2016 1pm -2pm