**Phoenix Family Care**

**35 Park Road**

**Coventry**

**CV1 2LE**

1.00pm to 2.30pm 14th March 2013

Phoenix Family Care

Attendees

Morris Anderson (MA) Patient Reference Group Member

Jayne Hodge (JH) Patient Reference Group Member

Linda Onerhime (LO) Communication and Engagement Coordinator

Elizabeth Perry (EP) Patient Reference Group Member

Jean Blinco (JB) Patient Reference Group Member

1. **Apologies**

LO welcomed everyone to the meeting and said Beth Cartwright had sent her apologies as she had to attend an emergency meeting at short notice.

1. **Welcome and Introductions**

Everyone introduced themselves and LO discussed her role as a Communications and Engagement Coordinator. She said part of her role is to assist General Practices to set up their patient panel groups.

1. **Review of previous minutes**

The previous minutes were agreed as an accurate record and all actions had been completed.

1. **Questionnaire and PP DES**

LO discussed how the group could achieve the Direct Enhanced Service (DES). She said that the questionnaire will have to be approved by the group. The group approved the questionnaire but advised LO to change ethnicity groups and remove names of doctors from the questionnaire as the practice will be changing doctors soon.

LO said she was pleased that the questionnaire had ben approved and hopefully the practice can achieve some percentage of the DES.

**Action: LO to change ethnicity groups and remove doctors name from questionnaire**

1. **Roles of members of the Group**

LO stated the group will need to have a chair and a minute taker. She said she is happy to chair the group till the group decides on a chair. Group members decided that before each meeting they will decide from the group who will chair the meeting and who will take minutes.

1. **Any other business**

LO updated the group on NHS changes. She discussed the 3 CCGs in Coventry and Warwickshire. The group also discussed the changes that the NHS is going through. LO also discussed the 111 service which will replace NHS direct. The group members discussed the possibility of having the meeting in the evening to accommodate more patients to attend.

1. **Date of next meeting**

Thursday, 25th April 2013 – 1.00 – 2.30pm – Phoenix Family Care