Phoenix Family Care

35 Park Road,

Coventry

CV1 2LE

Patient Representation Group

Minutes of Meeting Thursday January 11th 2017

Present: David Knight (Chairperson) Dr Exon, Joy (Reception), Mavis Colley, Apollo Economides, Michael Harris, Jane Hodge, Manjit Kaur–Heer,

Margaret Knight, Joan Rennie

Apologies: Carol Lapworth, Helen Murphy

1. **Minutes** There was an amendment to the minutes of 13.10.16.

**Any Other Business: Item 6: Results of tests (eg blood tests, x rays)**

It is the patient’s responsibility to check for their results but the group wished to ensure that there is a back-up check, by the Practice staff, to ensure further follow-ups are not overlooked.

1. **Matters Arising**:

Intercom: work in progress, nothing further to report

Dr Exon acknowledged that now there was hot desking amongst the medical staff this meant that the Name Board in Reception needed to be more robust to cope with the changing needs.

CCG: A meeting of the Godiva group followed after the PRG meeting (11thJan)

1. **CCG**

2017-18 Priorities of CCG. Apollo has received a copy. It was agreed to circulate copies to the group for any feedback. **Jane to circulate**

1. **The Phoenix Practice**

Dr Exon reported that the 165 patients identified in the Template - Unplanned Hospital Admissions had all been seen. The project goes live in April 2017. The Practice has the highest number of elderly patients in the city. In the over 100 and over 85 age groups the Practice is at the top of the league across the city, conversely the under 16 age group is the lowest.

The Privacy in Reception. There are now notices up reminding patients to be mindful and respectful of the need for privacy at reception and barriers are in place. Discussion included the possibility of using a lined mark on the floor as less obtrusive, a partial perspex screen and the possibility of music/radio - all to assist with some privacy in the area. The group felt that there were now so many notices that they were counterproductive.

There is no further progress on the employment of another GP.

There is a Healthcare Assistant employed to deal with smoke cessations, simple dressings, new patient registration and stitch removal.

The Diabetic Eye Screening is now undertaken by the City Health Centre as the Phoenix Practice is within the 3 mile city centre radius.

The Inspection Report is still awaited.

1. **Any Other Business**

The meeting to discuss the Inspection Report was made for Wednesday 1st February at 2.15

There was a query about appointments with a GP on a Thursday afternoon and patients presenting at Reception needing to see a doctor. If Dr Exon is on duty she will do her utmost to see the patient, however it is likely that the other partners may well ask the patient to attend the Walk-in Centre at the City Healthfacility in Stoney Stanton Road.

The Appointment System. As this is an important item the group stated it needed more time so it was agreed to put it on the Agenda for the next meeting **Jane**

Registering on- Line – the receptionists are now taking details in preparation for an on-line Appointment system.

1. **Date of Next meeting**

Wednesday February 1st at 2.15pm