

Phoenix Family Care
35 Park Road,
Coventry
CV1 2LE

Patient Representation Group
Minutes of Meeting Thursday July 10th 2014 1pm -2pm

Present: David Knight (Chairperson), Helen Leonard
Michael Harris, Mavis Colley, Apollo Economides,
Jane Hodge, Margaret Knight, Carol Lapworth, Joan Rennie

Apologies from: Jean Blinco, Ros Wilson, Beth Cartwright.

It was noted that in spite of sending apologies through the surgery for the meeting on May 29th Joan Rennie's apologies were not received in the meeting

1. **Minutes** of Meeting held on May 29th 2014 were approved having noted the omission of Joan's apologies

2. **Matters arising:**

- a) The issue of privacy at the Reception desk – still under consideration with **Doctors**
- b) Minutes of PRG - to go onto the Noticeboard – **Jane**
Minutes of PRG – to go onto the Website - **Helen**
- c) Dedicated GP for each patient Over 75 - carried over

3. **Website** – www.phoenixfamilycare.nhs.uk

Is up and running.

Helen has been in direct connect with Ryan and she is now in a position to input on our website. However there remains frustration in the group that old sites still can be found, some include retired partners information. **Helen** will investigate if anything can be done but these websites may well belong to other related businesses.

It was agreed that a photo of the practice building needs to be on the front of the web page so patients can relate to the website. **Helen**

New parking restrictions in Park Road were causing some concern. There may be consideration given to increase the number of spaces within the surgery property by removing the bushes. **Doctors**

Helen was thanked for making some definite progress with the website.

4. **Report on CCG meetings – Margaret Knight**

Clinical Commissioning Group AGM 17th June 2014

This was the first AGM since the CCG was established and given money to directly commission services.

GPs and Lay Members on CCG gave excellent overview of work being done. My impression was very positive, seeing the desire to make a real difference, to ask and inform the public, patients and carers, and staff. In a Q&A session I spoke on the emotional crisis in caring for some mental health patients- widespread support came from the meeting. CCG acknowledges that Mental Health and Carer support has not yet reached its priority level but will be addressed.

At a subsequent meeting of Carers, feedback was given to carers who had related their experiences for their loved-ones to the CCG. Action is being taken to address the problems and there is an acknowledgement of the need to change attitudes within the NHS to management of mental health.

CCG Conference for Patients, Public and Carers 18th June

React to Red Skin: Pressure Sores/Ulcers

There is to be a co-ordinated effort across the CCG area to prevent pressure ulcers, which **are** a fixable problem.

Handy guide to recognising the Triggers and avoiding problems before they start. Preventing pressure ulcers will save lives... and money.

Presentation by professionals about the new Mental Health Clusters.

My personal impression is that, in theory, this will be good for the patients.

I asked about on-going care and appointments for those already in the system as there have been staff changes, cancelled appts and the patients and carers do not know who is looking after them. (Murmurs of support from the attendees). More work needed from GPs upwards.

Rapid Re-entry IS possible after discharge back to GP. It is important to flag that up to patients and carers.

Groups discussed Dementia, Stroke Care, Diabetes, Young people at Risk, End of Life Care and Urgent Care 24/7.

Mental Health Single Point of Entry	0300 2000 11	(9am – 5pm)
Crisis Team	0300 2000 11	(5pm – 9am)

Already in the System? Phone Psychiatrist's Secretary. Speak to GP.

Mental Health Helpline (24/7) 0800 61 61 71

For advice and support for patients and carers.

Coventry Carers Centre 024 76 632972

5. Report on PRG Summit 9th July 2014 – Apollo Economides

Apollo attended this meeting on behalf of the group. It was chaired by Carla Elkins who is the Patient Experience/Public Involvement Manager. There were two topics

▲ Role, responsibility and membership of the PRG Summit.

▲ Feedback on Dermatology services presented by Jeanette Hudson-Elective Care Programme Lead

Apollo reported that whilst the Summit was enabling PRG groups across the Coventry and Rugby region to meet and discuss common issues it was clear that there were significant variations in the way that the different PRGs worked. This was not

surprising given the absence of clear guidelines.

The second item related to the possibility of prioritising elective services, such as dermatology, that could be delivered locally rather than at Walsgrave. Feedback information would be obtained by means of questionnaires and focus groups.

On a separate matter, Apollo had attended a BT sponsored event to review Urgent Emergency Care and improving waiting times in Accident and Emergency. The hope is to have more staff in the Walk In Centre who will be qualified to direct patients to an appropriate venue eg A&E; GP; Prescription . There is an implementation target of 90 days

The group agreed that it would be good to invite Carla Elkins to our next meeting
Helen

6. Any Other Business

- ⚡ The uniforms of the two new nurses who work in reception – give the impression of being black. This is not thought to be very welcoming for patients
- ⚡ Missed appointments for GPs and Hospitals. Is there a problem for our practice? Would it be worth monitoring ?

7. Date of the next meeting: Thursday 11th September 2014 1pm -2pm