Phoenix Family Care

35 Park Road,

Coventry

CV1 2LE

Patient Representation Group

Minutes of Meeting Wednesday October 28th 2015

Present: David Knight ( Chairperson) Dr Exon, Beth Cartwright, Mavis Colley,

Michael Harris, Jane Hodge, Margaret Knight, Joan Rennie, Ros Wilson,

Apologies: Jean Blinco, Apollo Economides, Manjit Kaur-Heer, Carol Lapworth

1. **Minutes** of meeting held on August 5th  2015 were approved.
2. **Matters Arising**:

* Newsletters from CCG have not been received. Carla Elkins has been our CCG link but she has recently been seconded to another post.
* Car Park Grit – **Helen** has the ordering in hand both the grit and possible shelter
* Prescriptions - new system is now live with only a few hiccups
* Appointments Online – next priority though pressure of work has hampered the progress of this. Some patients have already signed up in readiness

Dr Exon and Beth have been attending Safeguarding meetings.

* Questionnaires: currently 150 have been received. It was suggested to have a cut off date in order to enable this item to reach its conclusion
* With the attendance of GP to our meetings the need for the Chairperson to attend part of the Practice meeting is not a necessity.
* PRG priorities were deferred for the next meeting in January 2016

**The Phoenix Practice**

Dr Exon informed the group that following the birth of her twins Dr Osmani has understandably chosen to be with her babies and has resigned from the practice. As a consequence Dr Atuf, who was covering Dr Osmani's maternity leave is no longer in post. The practice is actively recruiting for a salaried GP to work in the practice. At the time of the meeting a female locum had just arrived for three weeks to help share the work load. Unfortunately on that Monday patients had experienced very long waiting delays

* Dr Guhunia was complimented for his GP practice
* The Intercom system is under consideration
* Medication reviews do not necessarily need to be carried out by a GP as practice nurses can undertake this task and in some cases it is possible to have Sick notes extended without seeing a GP
* Although the Practice does not hold telephone consultations at present, it is quite possible that GPs will and do, phone patients with test results
* Triage system is under consideration with the group suggesting a yearly planner highlighting particular focus days (eg World Health, No Smoking, Mental Health) for the noticeboard **Beth/Helen**
* There was a suggestion of including a process to include space for patients to compliment on services **Beth/Helen**
* Need to update the Website of current staff **Beth/Helen**
* No news of pending Inspection which is likely to necessitate priorities for practice

3 **CCG -** This item was omitted owing to no meetings being held

4 **Any Other Business**

* Concerns were voiced at the length of time it can take for the telephone to be answered – in one instance 8 minutes. The group felt this was not an acceptable situation and were keen for this to be reviewed to ensure staff who are present are used to best effect. The surgery is currently open from 8am until close of surgery in the evening **Beth/Helen**
* Privacy and confidential issues were raised in relation to the reception area/answering of phones and the need for somewhere to hold a conversation not open to all in the waiting room **GPs**
* The monitoring of repeat prescriptions was raised. Although a nationwide problem, the over 75 group were highlighted for particular scrutiny **GPs**

5 **Date of Next meeting** is Thursday January 21st 2016 at 1 pm