Phoenix Family Care

35 Park Road,

Coventry

CV1 2LE

Patient Representation Group

Minutes of Meeting Wednesday January 21st 2016

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

Apollo Economides, Jane Hodge, Margaret Knight, Manjit Kaur-Heer,

Carol Lapworth,

Apologies: Jean Blinco, Michael Harris, Joan Rennie

1. **Minutes** of meeting held on October 28th 2015 were approved.
2. **Matters Arising**:

* Car Park Grit – Beth reported that the shelter and grit are in place
* Prescriptions - Beth attending course on Feb 4th
* Appointments Online – Patients are now able to register for when the system goes live. They are required to bring some id with them eg Utility Bill
* Questionnaires: mid February is the cut off date and the results will be on the website by March 31 2016.
* Intercom system still under consideration.

3. **The Phoenix Practice**

Dr Exon informed the group that the process for recruitment to replace Dr Osmani is under way. They are seeking a salaried GP and the post is being advertised in the BMJ.

An issue was raised concerning the need to see a practice GP about 8.45am with the patient being informed that they would need to go the the Walk in Centre. Dr Exon agreed to check on this concern. There is still no news of the audit for the Practice and it was agreed that the PRG Priorities would emerge as a result of the Audit report.

Dr Exon commented that she believes the practice is now a period of stability following the major upheavals of the past three years – the retirements of Drs Ward and Ezzat and the merger with the Maidavale practice. The partners are seeking funding from various sources which will enable then to proceed with projects for the practice. Updating the premises would be a case in point.

4. **CCG**

See attached Apollo's reply to the CCG document – The Primary Care Strategy

5. **Any Other Business**

* There was a another comment concerning the lengthy waiting times on a particular Monday (October 2015). The practice staff were aware of this problem which was related to a specific issue. However the staff are endeavouring to ensure there is no repeat.
* It was noted that the system for collecting medication from a nominated pharmacy is still experiencing problems as the Pharmacy needs to receive the instruction from the surgery.

6. **Date of Next meeting** is Thursday April 21st 2016 at 1 pm