

**Phoenix Family Care
35 Park Road
Coventry
CV1 2LE
1.00pm to 2.30pm 13th December 2012**

Attendees

Beth Cartwright (BC)
Elizabeth Perry (EP)
John Finn (JF)

Practice Manager
Patient Reference Group Member
Patient Reference Group Member

Apologies

Jane Hodge (JH)

Patient Reference Group Member

Welcome and Introductions

BC welcomed the new member Elizabeth Perry to the meeting. BC said that there was no representative from the PCT as Linda was unavailable to attend because of illness and sends her apologies. BC said that Faheem had come out yesterday from the PCT and BC had expressed her disappointment at someone from the PCT not being present but hoped to have someone come to the next meeting. BC said that she had a few patients show an interest at joining the group. BC did ring the names that she had, one gentleman was ill, one lady no longer wished to be part of the group at this moment in time and another lady said she would be free to attend next year around March time as she has a prior commitment .

Minutes of previous meeting

BC went through the previous minutes to bring EP up to date.

Developing a questionnaire about the practice

BC gave both JF and EP a copy of the patient questionnaire that she had typed up. BC said that it was just a draft for the PPG to play around with – both JF and EP discussed the questionnaire and again they suggested the format of the questionnaire needed tweaking. Both JF and EP came up with good suggestions and we discussed at length the way the practice runs. The appointment system was discussed and there were suggestions that could be put forward to reduce pressure on the appointments. Maybe nurses doing checks which would alleviate any concerns that the patient has.

**Appointment of chair and minute taker
Promotion of PRG**

BC said that it would be best if we left the topics above until the next meeting when we hopefully will have more members and Linda from the PCT present.

Any other business

BC had said that we had put a bicycle rack for the patients use as a couple of patients had asked if we could have somewhere to lock their bikes-so this has been done. The other point raised was the mis-use of the car park by not necessarily the patients – parking their cars and going into town. Suggestions were discussed but it would be another agenda item when there are more people attending to discuss the problem.

Date of next meeting - HAPPY NEW YEAR

Thursday 24th January 2013 1.00-2.30pm at Phoenix Family Care . It was felt because we were short on members of the group we could do a “ future dates of meetings” at the next meeting.

Actions

BC to send typed minutes to LO before next meeting