Phoenix Family Care

**35 Park Road**

**Coventry CV1 2LE**

**Patient Representative Group**

**Minutes of a Meeting held on Thursday March 7th 2019 at 1.00 p.m.**

**Present: Michael Harris (Chairman), Lenka Weatherson (Practice Manager),**

**Joy Short (Senior Receptionist), Anne Bruffell, Gazalia Butt, Jane**

**Hodge, Margaret Knight, Joan Rennie**

**John Bruffell, Apollo Economides, David Knight**

**Apologies: Dr. Lall, Manjit Kaur-Heer, Carol Lapworth**

**1. The Minutes of the Meeting held on November 7th 2018 were accepted as a**

**true record. Any matters arising would be covered by the Agenda.**

1. **Notification of A.O.B.**

Jane Hodge and Manjit Kaur-Heer had both given prior intimation of matters they wished to raise.

1. **The Phoenix Family Care Practice:**

**Staffing: Lenka gave the meeting an update on the present staffing matters including the imminent arrival of Mary Wells, an experienced nurse practitioner and the continued assistance to be given by Dr. Abbas as a locum. She further agreed to provide a full list of the staff, both clinical and administrative to the members of the group.**

**Further discussion took place concerning appointments and in answer to**

**a question Lenka indicated that while appointments were usually**

**expected to be for a single issue, the clinicians would be very unlikely to**

**reject patients who mentioned more than one matter.**

**The Move to Leamington Road: The Group was again interested to learn that, while there could be no absolute certainty, at present the aim was to complete the move by April 1st 2019. Lenka gave particulars of the present situation and indicated that work was still required on the reception area and the toilets, together with some further more detailed tasks.**

**It was anticipated that the move would take place over the weekend Friday 29th to Sunday 31st March. The present surgery would be open on the morning of Friday 29th and a clinician would be available in the afternoon to deal with emergencies.**

1. **Clinical Commissioning Group: Apollo presented his report and subsequently submitted a written report which follows:**

**NHS Long Term Plan: this is now out but the wider direction of health and care will need to await the much-delayed Green Paper on Social Care and the promised Green Paper on Prevention. One of the main suggestions is that local NHS organisations will increasingly focus on population health and local partnerships with local authority-funded services through new integrated Care Systems. This will create shared leadership and action, bringing together primary and specialist care, physical and mental health services, and health with social care. By 2021 these will cover the whole country.**

**CQC recent inspection of Coventry & Warwickshire Partnership Trust:**

This resulted in all aspects of the provision being rated Good except for Safety of Services which was rated Inadequate. This was because of concerns regarding management of medicines across the Trust, low numbers of permanent staff in core services resulting in reliance on bank and agency staff, and the lack of safety checks on a number of items of equipment across the Trust.

**Apollo further referred to the public survey on the views of local people on how to improve local health services.**

**The link for this is** [**www.healthwatch.co.uk/what-would-you-do**](http://www.healthwatch.co.uk/what-would-you-do)

1. **A.O.B.**

Jane Hodge spoke of her concern at having received a letter indicating that she had been placed on a particular programme without any prior knowledge or consultation. Lenka apologised on behalf of the practice and assured the meeting that patients would receive appropriate notification in such cases in future.

1. **The Future of the PRG:**

**The Chairman informed the meeting that he had received an email from Manjit Kaur-Heer that reiterated a point that she had raised before, namely the timing of meetings. She stressed that holding meetings in the lunch hour would often make it impossible for all but retired people to attend and urged the Group to consider starting times at the beginning or end of the working day. After some discussion it as agreed that the next meeting should start at 9.15 a.m. as an experiment.**

**The Chairman raised the question of his own position where at present he has no deputy and no secretary. Without a greater level of assistance he felt that he would not be able continue beyond the next meeting. It was suggested by members of the group that some assistance in the secretarial aspect of the work might be offered by the administrative staff and Lenka agreed to provide such support in future.**

**David Knight urged the Group to continue to examine the role of the**

**PRG in greater detail at future meetings, particularly following the move**

**to Leamington Road and it was agreed to retain this item on future**

**agendas.**

1. **Date of next meeting: Wednesday June 5th 2019 at 09.15 a.m.**