Phoenix Family Care

35 Park Road,

Coventry

 CV1 2LE

**Patient Representation Group**

**Minutes of Meeting Thursday October 13th 2016**

Present:       David Knight (Chairperson) Dr Exon, Helen Murphy, Mavis Colley, Apollo Economides, John Finn, Michael Harris, Jane Hodge, Margaret Knight

Apologies:    Joan Rennie, Carol Lapworth, Manjit Kaur-Heer,

Helen Murphy, the new Practice Manager, was welcomed to the group. Helen joined the practice staff on September 6th.

The Chair wished to express his thanks and those of the group to Helen Leonard who so ably took over from Beth Cartwright when Beth reduced her hours, and has now fully retired from the Phoenix Family Care Practice.

Our thanks were also offered to Beth who masterminded the setting up of the PRG and encouraged us in its infancy.

1. **Minutes** of meeting held on July 21st 2016 were approved.

1. **Matters Arising**:

Helen reported that she is already looking into the possibility of an intercom system and she was checking out what members perceived needs were for such a system

1. **CCG**

Apollo reported back that that there was little to report, as the CCGs of Coventry and North Warwickshire have combined and the new format and personnel are still being appointed. Apollo raised his concern that the original ethos of the CCG was to engage with patients and he fears that this is now being lost. Dr Exon asked if he would highlight his concerns and issues in a format which the practice can present to the Godiva Group which meets in two weeks time.           **Helen/Apollo**

1. **The Phoenix Practice**

Dr Exon welcomed the arrival of Helen and said that in the short time Helen has been in post she has begun to develop formal strategies for the practice. There is a national requirement to implement the Unplanned Admissions Care Strategy and the practice has started to implement this. There are 165 patients who have been identified as meeting the criteria. The GPs have had discussions with these patients and their ongoing care will be monitored and reviewed by the practice nurse and GPs. The practice is also hoping to participate in the “Template” Plan which is scheduled to go live in November 2016 and then released to GPs in April 2017. This will mean that professionals, e.g. GPs, District Nurses, Hospitals Ambulance Paramedics and carers will have access to input information in order that the patient need only tell the story once.

A group member expressed concern about the lack of privacy at Reception and the need for this to be addressed with some urgency. A patient’s personal information and distress was clearly audible to everyone in Reception. **Dr Exon/Helen**

The GP staffing issues are being addressed from two directions. The first is in direct dialogue with a GP about to finish her GP training and also through the West Midlands Strategic Alliance which Dr Exon had told us about at the last meeting.

Healthcare Assistants – there are interviews being held in two weeks’ time.

Further down the line there are plans to look into the role of Nurse Practitioner

1. **Report of AGM: Partnership Trust**

Coventry and Warwickshire Partnership NHS Trust AGM

Attended by Margaret Knight on 15 September 2016

The Trust have been building relationships with Coventry and Warwickshire Councils and the Social, Professional and Help organisations. A new strategy will focus on C.A.R.E.

Compassion in Action; Working together; Respect for Everyone; Seeking Excellence.

The recent CQC report - committed to fixing issues which need attention.

Committed to respond to Veterans mental health; ADHD (this does not include autism); shared Care planning; Implementing a local suicide strategy, entitled "Preventable not Inevitable".

A peri-natal service is being established; Street help with the Police continues; Breastfeeding is improving; In integrated Community Service; serious about prevention, eg continuing pressure sores management; giving people the tools to manage their own care. Many other ideas for the care of patients and staff were mentioned.

There was very little mention of Carers in the AGM. In response to my query, it was said that the Trust are committed to using the national strategy, Triangle of Care, for Mental Health-Professionals/Patients/Carers working together, including Joint Care Planning.

1. **Any Other Business**

Results of Blood Tests – this now appears to be the responsibility of the patient to check the results. There was confusion within the group at this apparent change of policy.                                                                                **Helen**

The Suggestions Box has received two notes in the last month. Comments included:

Request for a Blood test service at the surgery

Lack of Appointments

Patients being sent to the Walk In Centre

Insufficient doctors in surgery on a Monday

No appointments after 5,10pm, and only 1 Dr on a Wednesday

Surgery in need of refurbishment

                                                                                         **Helen**

1. **Date of Next meeting: Wednesday 11th January 2017**