Phoenix Family Care

35 Park Road,

Coventry

CV1 2LE

Patient Representation Group

Minutes of Meeting Wednesday August 5th 2015

Present: David Knight ( Chairperson) Dr Exon, Helen Leonard, Jean Blinco,

Mavis Colley, Apollo Economides, John Finn, Michael Harris, Jane Hodge

Manjit Kaur-Heer, Margaret Knight, Joan Rennie

Apologies: Dr Osmani, Carol Lapworth, Ros Wilson,

Dr Exon was welcomed to the meeting

1. **Minutes** of meeting held on May 12th 2015 were approved.
2. **Matters Arising**:

* Newsletters from CCG for PRG – there is still no sign of these arriving
* Grit for Car Park – a shelter is needed **Helen**
* Online appointments – to follow shortly now that Prescriptions transfer

is underway. Those wishing to book online appts will need to complete form in reception and show form of ID

* Questionnaires still being collated
* Chairperson willing to attend GP partners meeting

3. **The Phoenix Practice**

Dr Exon acknowledged the huge changes within the practice over the last two years and she expressed how keen the GP Partnership is to move the practice forward, looking to the PRG for our help and support. Access to the building and Privacy in the waiting room area were highlighted as priorities.

In open discussion the following issues were raised:

Intercom system needs updating

Non-emergency patients / longer opening hours.

CCG Summit Forum has no Practice representive

Appointment system/ Triage/ Noticeboard information

7 day opening! - In reality the CCG are developing services to ensure there would be cover for times when the surgery is closed.

4. **CCG**

* Margaret's report is attached.
* Apollo commented on the implementation of CCG initiatives. For Coventry there is good endeavour for this to occur using the Walk In Centre. There is a GP based in the Emergency department on 2 days a week. The integrated team meetings are working at the Phoenix Practice. It was noted that more education is required to inform patients/members of the public on how the new systems work and where to access them. The Urgent Care system is the top priority for the CCG but there is worry within Social Services about the forthcoming winter.

5. **Station Plan**

The Practice is represented at meetings by Dr Exon. The Parking permits have come into force in Stoney Road. The buses and taxis will continue to use Park Road for the foreseeable future.

6. **Any Other Business**

a) The group were warned about Spam mail which some members had received

b) Practice Inspection, one is anticipated. This will cover all aspects of the building and contents eg fridges used for medicines, correct flooring, taps. The inspection will also cover admin, medical records and all procedures. The Practice receive 2 weeks warning of this event. The PRG are also likely to have input.

7. **Date of Next Meeting**

Wednesday October 28th at 1 pm