

**Dr K Gupta Practice  
Patient Representative Group**

Monday 18<sup>th</sup> November 2013 at 5.45pm  
Bridgewater Medical Centre, Henry Street, Leigh.

**Attendees:**

Hilary Spencer	Barry Spencer
Jean Donagain	Roy Clarke
Michelle Farrell – Practice Manager	

**Apologies:** Dr Gupta, no other apologies received

**Agenda**

	<p>Michelle chaired the meeting and also took the minutes</p> <p><b>Minutes / Actions from last Meeting</b></p> <p>The minutes of the last meeting and action points were discussed and agreed as accurate and accepted by all members present. Apologies were given on behalf of Dr Gupta.</p> <p><b>Locality PRG Update</b></p> <p>Michelle explained to the PRG that she did not attend the last Locality PRG meeting which was held on 24<sup>th</sup> October 2013 at Lowton Business Park. Jean Donagain attended this meeting on behalf of our Practice. Jean had made several notes of points which were raised / discussed at the meeting and Michelle added to Jean's comments as per the minutes received from Ernie Rothwell. Shingles vaccines were discussed – the cost of the vaccine is around £100.00 per vaccine and it seems that Practices were over ordering at first as the cohort age group is currently 70 &amp; 79 years of age and not 70-79 years of age. This over ordering resulted in a shortage of vaccines and the Department of Health had temporarily suspended all further orders until further notice. Michelle explained that our Practice had not over ordered and had quite a good response from our patients on this vaccine which was offered opportunistically when the selected patients attended surgery.</p> <p>Jean also mentioned that they had watched a video on Integrated Care which involved the life of Sam, what services and problems he was encountering before Integrated Care was put in place, and one of the Associate Directors (Claire Roberts) explained to the PRG that IC was a priority for the CCG Borough wide and that there would be meetings with various agencies taking place over the next few weeks to take this forward.</p> <p>Claire Roberts also advised the Locality PRG that there was a small amount of money around £2000 to be invested in AL-PF PRGs and had asked the PRG members for ideas on what they could spend the money on. One of the suggestions was to hold a First Aid Training course aimed at young mums.</p> <p>Date &amp; time of the next Locality PRG meeting is on Thursday 28<sup>th</sup> November 2013 1-3pm at Lowton Business Park, Michelle explained that she was on annual leave week</p>	<b>ALL</b>

	<p>commencing Monday 25<sup>th</sup> November and that Jean Donagain had already advised that she was unable to attend this meeting. Roy Clarke very kindly advised that he would be available to attend on behalf of the Practice on this occasion, Michelle gave Roy a copy of the minutes of the last Locality PRG meeting which was held on 24<sup>th</sup> October 2013 and the Agenda for the meeting scheduled for the 28<sup>th</sup> November.</p>	<b>RC</b>
	<p><b>Heartstart Training</b></p> <p>Michelle explained to the PRG that Practice Manager's had received an e-mail from Heart Start which is run by the British Heart Foundation. Heart Start is a training course which is free and only takes 2 hours and is suitable for anyone over the age of 10 years old. The course covers a range of Emergency Life Support (ELS) including dealing with an unconscious casualty, cardiac arrest, suspected heart attack, choking and serious bleeding. If any one requires any further information please contact Chris Devany on 01942 246786 or Chris Brown on 07590 477613.</p> <p><b>Annual Patient Survey Questionnaire</b></p> <p>Michelle informed the PRG that the Practice is now currently undertaking the annual patient survey questionnaire which was agreed and signed off by all the PRG members at the last meeting held on 7<sup>th</sup> October to finalise the questions. Hilary Spencer has very kindly been into Practice this morning to hand out the questionnaires to all patients attending, and will attend as many times as she can during the course of this week and next. It was agreed that 100 questionnaires would be handed to patients over this period of time and Jean Donagain has kindly agreed to evaluate the completed questionnaires and report back to the Group at the next meeting which is to be held in January 2014.</p> <p><b>Any Other Business</b></p> <p>RC asked Michelle if the prescription wastage work which was carried out by the group approximately 12 months or so ago had made any difference. Michelle explained that it had made some difference but that there was still room for improvement – educating patients who regularly order repeat prescriptions to only order what they required and to make sure that they tick the items as opposed to crossing them out which would indicate to the staff that the patient did not want the item. Further work to be done via poster in reception area.</p>	<p><b>ALL</b></p> <p><b>HS</b></p> <p><b>JD</b></p> <p><b>MF</b></p>
	<p><b>Date &amp; Time of next Meeting</b></p> <p><b>Monday 20<sup>th</sup> January 2014 at 5.45pm</b></p> <p><b>Please present your apologies if you are unable to attend.</b></p>	