

**Dr K Gupta Practice
Patient Representative Group**

Monday 23rd April 2012 at 6.00pm
Bridgewater Medical Centre, Henry Street, Leigh.

Attendees:

Michelle Farrell – Practice Manager	D K Gupta - GP
Trevor Raymond	Barry Spencer
Hilary Spencer	Roy Clarke
Ken Boydell	

Apologies: None received

Agenda

	<p>Michelle chaired the meeting and also took minutes.</p> <p>Minutes – Actions from Last Meeting</p> <p>The minutes of the last meeting and action points were discussed and agreed as accurate and accepted by members present.</p> <p>Link Presentation</p> <p>It was agreed with all members that Michelle would try to re-arrange for Karen from the LINK Team to come and give a presentation to the PRG at the next meeting on 28th May 2012.</p> <p>Carer's Project</p> <p>As per last month's meeting – Michelle will organise for Charlotte to attend one of the future PRG meetings to give a presentation on what services are available for carer's.</p> <p>Template for Repeat Prescriptions for Practice Website</p> <p>Discussions took place regarding ordering of repeat prescriptions on the practice website. It was suggested that if the practice could attach a template for patient's to complete when requesting repeat prescriptions it may simplify the process for both the patients and the Practice. Michelle will look into this.</p>	<p>MF</p> <p>MF</p> <p>MF</p>
	<p>Practice E-mail</p> <p>Discussion took place regarding e-mailing of prescriptions, one of the PRG members asked would it not be possible to send a read receipt when the practice has received a request for a prescription so that the patient knows that it has been received. RC said that he e-mails his and his wife's prescription weekly and he has never had a problem with this. Michelle did say that however, sometimes patient's telephone the surgery to ask if we have received an e-mail request for a prescription as they weren't sure if we had received it or not. This may avoid patient's having to telephone to check if their request has been received, also this would avoid patient's coming in to collect a prescription which they know they have e-mailed but the practice haven't received.</p>	<p>MF</p>

	<p>Leaflet Display in Waiting Room</p> <p>One PRG member asked if the leaflet display board in the main waiting area could be kept up-to-date. He felt that there was information on there which the date had expired. Michelle discussed this and said that she would ask her receptionists to keep an eye on this board and keep it up-to-date with current information</p>	<p>MF</p>
	<p>Date and time of next meeting</p> <p>Monday 28th May 2012 at 6pm – as always, please let me know if you are unable to attend.</p>	