

**Dr K Gupta Practice  
Patient Representative Group**

Monday 18<sup>th</sup> May 2015 at 3pm  
Bridgewater Medical Centre, Henry Street, Leigh.

**Attendees:**

Roy Clarke	Richard Marsh
Michelle Farrell – Practice Manager	

**Apologies:** Jean Donagain, Hilary & Barry Spencer

**Agenda**

	<p>Michelle chaired the meeting and also took the minutes. The meeting took place in the staff room, first floor.</p> <p><b>Minutes / Actions from last meeting</b></p> <p>The minutes of the last meeting and action points were agreed as accurate and accepted by members present. Apologies were received from Jean Donagain, Hilary &amp; Barry Spencer.</p> <p><b>Locality PRG Update</b></p> <p>The minutes of the last locality PRG meeting held on 26<sup>th</sup> February 2015 were discussed and Michelle agreed to circulate via e-mail to members for perusal.</p> <p>Since our last Practice PRG meeting which was held on Monday 9<sup>th</sup> March 2015 there have been two other locality meetings – 26<sup>th</sup> March 2015 &amp; 23<sup>rd</sup> April 2015, at the time of this meeting Michelle had not received the minutes but agreed to circulate via e-mail once received. The next locality meeting is on Thursday 28<sup>th</sup> May 2015 at Lowton Business Park 1-3pm.</p> <p>Michelle discussed the items which were on the agenda from the locality PRG meeting held on 26<sup>th</sup> February 2015 these included a presentation from Dawn Joyce who is the Deputy Health Care Manager from WWL (Wrightington, Wigan &amp; Leigh), Dawn provided background information on the Choose &amp; Book Service which is implemented in Practice for patients being referred to a hospital consultant by their GP. Some interesting facts about the service can be read on the copy of the minutes circulated for information.</p> <p>There was also a presentation from the Primary Care Link Workers – Geoff Goodman, Vicky Hart and Elaine Lunn. This project is being piloted in 11 Practices and our Practice is one of the pilot Practices for this new service. The role of the Primary Care Link Worker is to see patients who have been referred by either their GP or Practice Nurse for any issues relating to health and wellbeing, they also have a vast array of services in which they can refer patients to for further help if required.</p>	<p><b>MF</b></p> <p><b>MF</b></p> <p><b>MF</b></p>

	<p><b>End of Year Patient Participation Practice Report</b></p> <p>Michelle explained that following on from the Patient survey which was carried out in Oct/Nov 2014, the results and the Practice Report had to be completed and posted on the Practice Website by the 31<sup>st</sup> March 2015. Of the two members present, Michelle asked them if they had managed to have a look at the report on the website and the answer was no. Michelle encouraged them to have a look at the report for information purposes.</p> <p><b>Any Other Business</b></p> <p>Roy asked Michelle why access to GP appointments was in excess of 2 weeks in London as advertised on TV this morning. Michelle explained that it was not just London that was affected but the whole of the Country; increased demand in Primary Care is making access much longer. Though our patients didn't feel access was an issue with our Practice.</p>	<p><b>RC</b></p> <p><b>RM</b></p>
	<p><b>Date and time of next meeting</b></p> <p><b>Monday 13<sup>th</sup> July 2015 at 3pm</b></p> <p><b>Please can you present your apologies if you are unable to attend?</b></p>	