Dr K Gupta Practice
Patient Representative Group

Monday 20th January 2014 at 5.45pm
Bridgewater Medical Centre, Henry Street, Leigh.

Attendees:

Jean Donagain	Ken Boydell
Hilary Spencer	Richard Marsh
Roy Clarke	Michelle Farrell – Practice Manager

Apologies: Barry Spencer, Dr Gupta

Agenda

	Michelle chaired the meeting and also took the minutes. The meeting took place in Dr K Gupta Practice – staff room, first floor, due to conference room being booked out. Michelle felt that all future meeting would probably be best held in the staff room as it was more convenient **Minutes / Actions from last Meeting** 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 and Barry Spencer. **Locality PRG Update** Michelle explained to the PRG that she had not attended the last locality PRG Meeting which was held in December, and Jean had already committed elsewhere with it being Christmas and was helping out at the food bank distributing food parcels as it was thought that there would not be a locality meeting in the month of December with it being Christmas. So unfortunately there was no representation from our Practice. Michelle had promised to forward on copies of the minutes on the meeting once received. Also Roy Clarke informed the group that he had not attended the November PRG locality meeting as he had some family friends staying with him and was unable to attend so there is no update from November either. MF to chase up minutes for Nov / Dec locality meeting. **Annual Patient Survey – Annual Practice Report** Discussions took place regarding the results of the annual patient survey, and the evaluation of the patient feedback comments etc was collated by Jean Donagain and discussed at length. A total of 120 questionnaires were handed out by Hilary Spencer to all patients attending the practice over a 2 week period. This meant that a total of 100 questionnaires were evaluated by Jean to make sure that no questions were unanswered. Michelle will now need to complete the annual Practice Report for the Patient Participation DES (Directed Enhanced Service) offered by the Practice by the 31st March 2014 and a report will be published on the practice website at the same time. **Date and time of next meeting** **Monday 17th March 2014 at 5.45pm** **Please present your apologies if you are unable to attend**	MF **MF**