

**Dr K Gupta Practice  
Patient Representative Group**

Monday 11<sup>th</sup> March 2013 at 5.45pm  
Bridgewater Medical Centre, Henry Street, Leigh.

**Attendees:**

Michelle Farrell – Practice Manager	Dr K Gupta – GP
Hilary Spencer	Barry Spencer
Ken Boydell	Richard Marsh
Roy Clarke	Jean Donagain

**Apologies:** Doris Lockett

**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 Doris Lockett.</p> <p><b>Patient Annual Survey Results – General Discussions</b></p> <p>Michelle gave a copy of the results of the recent patient survey which was carried out in Practice to all PRG members. Discussions took place regarding the results of this patient survey, each question was addressed and the results for each were discussed for comparison on last year's survey.</p> <p><b>Patient Annual Survey Results – Feedback &amp; Action Plan</b></p> <p>The overall feedback from the results of our recent patient survey was very positive. There were approximately 140 questionnaires handed out so that if any were incomplete this would allow us to analyse 100 fully completed questionnaires for comparison. A copy of the results analysis will be posted on the Practice Website PRG page along with the Report for Year 2 of the Patient Participation Directed Enhanced Service (DES). Michelle will also put a notice on the practice Jayex – caller display board in the main waiting area to thank all the patients who took part in the recent survey and to advise them that a copy is available on the website and also available at reception if a patient requested a paper copy.</p> <p>The PRG after lengthy discussions did not feel that an action plan was required as there were no negative comments which needed to be improved upon.</p> <p>The PRG members asked that it was minuted that <b>Jean Donagain</b> should be <b>congratulated on her analysis of the patient survey and that she had done a fantastic job</b> and saved the Practice Manager a lot of work!</p>	<b>ALL</b>
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	<p><b>Locality Update – Roy Clarke</b></p> <p>Roy said he had nothing much to report from the Locality PRG level, other than it was reported that other practices seem to struggle to get to attendance at the locality PRG meetings which are held monthly.</p> <p><b>Health Walks</b> – were also mentioned and discussed, Hilary Spencer agreed that she would go along to one of the health walks which are undertaken on a Tuesday lunchtime around 1pm, perhaps around May some time. Michelle also said she would try to attend one of these after all the important year end work had been undertaken again perhaps end of April early May depending on cover for practice staff.</p> <p><b>Any Other Business</b></p> <p>Jean Donagain mentioned that the Parkinson's Group had around 60 people turn up to the first meeting held for the Wigan &amp; Leigh District Support Group. She also mentioned that they had arranged for Andy Burnham to attend a meeting with them on Friday evening. The next meeting of the W&amp;L District Support Group is on 27<sup>th</sup> March 2013 from 1.30pm- 3.30pm held monthly at Kingsleigh Methodist Church, King St, Leigh.</p>	<p><b>MF HS</b></p>
	<p><b>Date and time of next meeting</b></p> <p><b>Monday 20<sup>th</sup> May 2013 at 5.45pm</b></p> <p>Please present apologies if you are unable to attend</p>	