

**Dr K Gupta Practice
Patient Representative Group**

Forum
Monday 17th October 2011
Bridgewater Medical Centre, Henry Street, Leigh.

Attendees:

Michelle Farrell (Practice Manager)	Dr K Gupta (GP)
Barry Spencer	Kenneth Boydell
Trevor Raymond	Richard Marsh
Sydney Roy Clarke	Hilary Spencer
Kathleen Stevenson	Robert Bob Charles

Apologies: None

Minutes

	<u>Introduction & Welcome</u>	
	<p>Michelle welcomed all patient representatives to the second meeting of the PRG (Patient Representative Group) for Dr Gupta's Practice. Each member introduced themselves to other members of the PRG as we had some new members which weren't present at the last meeting held on 4th July 2011.</p> <p><u>Prescription Wastage</u></p> <p>Michelle handed out information which was given to practices at the ALPF Health (this is the name of our commissioning consortia) PRG meeting which was held at the end of September at the commissioning offices in Lowton. Representing Dr Gupta's Practice with Michelle at this monthly meeting is Roy Clarke and Hilary Spencer. Patient members were asked to read the leaflet and give any feedback. Comments / suggestions were:-</p> <ul style="list-style-type: none"> • Notice to be placed in reception area above the repeat prescription ordering box to inform patients of prescription wastage etc • To ask if patients would only tick the items that were required on their repeat prescription request form at the time of ordering • To enlarge the notice (for example A4 size) to attract attention • To notify reception staff either in person or by writing on the repeat prescription request form when any item (ie tablet or capsule) or any form of medication is no longer used or taken by the patient so that the receptionist can take off repeat prescription to avoid wastage in the future. 	<p>MF</p> <p>MF</p> <p>MF</p> <p>ALL</p>
	<p>Several discussions took place around medicine wastage and the PRG asked if Michelle could find out what happened to unused drugs, for example is there no service where a collection is made to send these unused drugs to third world countries like what has previously been done through Oxfam etc.</p> <p>One question raised was do pharmacists get paid per item or by prescription with regards to their dispensing fee. MF to find out and report back to PRG next meeting.</p>	<p>MF</p> <p>MF</p>

	<p><u>Practice E-Mail</u></p> <p>BC mentioned the e-mail address for the Practice was too long or complicated and appeared to scroll along the Jayex board in the waiting room too fast. MF will check with IT department to see if anything can be done to make the e-mail address easier for patients to access.</p> <p>MF pointed out that there is a large number of patients who do use the e-mail and that no other problems had been reported. Once the e-mail is typed into a contact list it can be used on a regular basis without having to retype the e-mail address every time an e-mail is sent to the Practice. RC said he uses the practice e-mail and doesn't report any issues with it, in fact he finds it very efficient.</p> <p>MF also pointed out that the e-mail address is listed on the Practice Leaflet which can be obtained via the reception desk at Dr Gupta's Practice if patients wanted to take a copy for their own information.</p> <p><u>Terms of Reference</u></p> <p>Due to lengthy discussions on prescription wastage, Terms of Reference was not signed off, patients were given a copy of the proposed TOR for perusal and sign off at the next PRG meeting in November.</p>	ALL
	<p>MF pointed out to the PRG that they will need to elect a Chair and a Secretary at the next meeting.</p> <p>MF would like to thank all patients who attended this meeting and hope that you are all as enthusiastic at the next meeting.</p> <p>If anyone is unable to attend please let me have your apologies as soon as possible.</p>	ALL
	<p>Date and time of next meeting</p> <p>Monday 21st November 2011 at 6.00pm</p>	