

Monday 19th March 2012 @ 6pm
Bridgewater Medical Centre, Henry Street, Leigh.

Attendees:

Michelle Farrell – Practice Manager (Chair)	Hilary Spencer
Barry Spencer	Trevor Raymond
Richard Marsh	Ken Boydell

Apologies: Bob Charles, Dr K Gupta, Roy Clarke

Agenda

	ACTION
<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><i>Prescription Wastage Campaign</i> – ongoing, waiting for MF to write on card.</p> <p><i>Unused / Unwanted Medication</i> – this was also discussed, unfortunately Bob was not able to attend this meeting or the previous meeting, in view of this Michelle mentioned that this was discussed previously at one of the Practice Manager Forums with the Medicines Management Team from Ashton, Leigh & Wigan Primary Care Trust and the Chief Pharmacist said that it was not feasible for chemists or PCT to recover medicines etc to be forwarded onto third world countries. It was therefore decided that we take no further action on this.</p> <p>Link Presentation</p> <p>It was agreed with all members present that Michelle will arrange for Karen from LINK to come along to our next meeting if possible on Mon 23rd April to give a presentation to the group on what LINK are about etc. Message left for Karen to contact MF to confirm attendance for 23rd April, (awaiting confirmation from Karen).</p> <p>Carer's Project</p> <p>It was agreed with all members present that Michelle will arrange for Charlotte from Carer's Support Team to come along to May meeting (TBC) to give presentation to the group on what help is available for carer's and also information about their services offered in the Wigan Borough. (awaiting conf as above)</p>	<p>MF</p> <p>MF</p> <p>MF</p>
<p>Patient Questionnaire</p> <p>Michelle discussed with the PRG the results of the patient questionnaire recently undertaken in Practice. A total of 100 questionnaires were handed out to patients when they attended surgery to see either the doctor or the Practice Nurse by Hilary Spencer & Roy Clarke (Michelle expressed her sincere thanks to Hilary for handing out the majority of the questionnaires and also thanks to Roy for helping out, who wasn't present at this meeting).</p>	

	<p>The results of the questionnaire were very pleasing with lots of positive comments about the practice in general and very little in the way of negative criticism. Overall satisfaction from the patients regarding reception staff, opening times, access to see a GP, ability to get through on the telephone, the way in which the patients were treated by either Dr or practice Nurse following consultations were very positive. The questionnaires were handed out to every patient who attended and age ranges were from under 16 through to over 75, also equal number handed out to male and female.</p> <p>There were a few comments which were discussed by the PRG:-</p> <p>“waiting times could be improved”. When assessing the results of this question on average the number of patients surveyed said that the waiting times were 5 minutes or less (10 replies), 6-10 minutes (39 replies), 11-20 minutes (33 replies) and only 17 replies for 21-30 minutes and 1 reply for over 30 minutes. In view of the average waiting time less than 20 minutes in general the PRG did not feel that this was an issue to be addressed. Discussions also took place in that if you see Dr some patients take longer than others therefore this increases the waiting time for other patients, Michelle explained that average consultations are for 10 minutes, some patients may take 20 – 30 minutes depending on what they are attending for.</p> <p>“Weekend Opening” When assessing the results of this question on average the number of patients surveyed said that they were happy with the opening times of the surgery, (59 replies) for no additional hours for the practice to be open as they were happy with current opening times, (30 replies) for weekend opening, (12 replies) for evening opening and only 1 reply for lunchtime and 1 reply for early morning. Discussions took place regarding this and the PRG felt that as 59% were currently happy with the opening times no further action was needed to extend on current opening times at present. Michelle also explained that the Practice is open in an evening on a Monday until 8pm so it may be that some patients are not aware of this evening surgery or maybe they want it every evening!</p> <p>Michelle informed the PRG that the results of the questionnaire and an action plan will be posted on the Practice website on or just after 31st March 2012 and can be accessed by logging onto www.drkgupta.co.uk</p>	MF
	<p>Richard Marsh asked if a notice could be put onto the door of the Phlebotomy Clinic for a Wednesday and Friday morning clinic. He attended recently and said he felt like a member of staff as he had a large number of patients who were attending for blood tests that did not know what to do and he had to advise them to take a seat in the waiting room and to wait for their name to be called. Michelle has agreed to type a notice and give to the Phlebotomist when she come in on Friday morning and to ask her to put this notice on the door each Wed & Fri am to avoid confusion for future patients attending.</p> <p>Date & time of next meeting</p> <p>Monday 23rd April 2012 at 6pm – as always please let me know if you are unable to attend.</p>	MF

--	--	--