

**Highfield Surgery
25 Severn Street
Leicester**

PPG MEETING

Date: 28.10.15

Time: 1.00 PM

Present: Dr P Wadhwa
Dr R Wadhwa
Ballu Patel
Amritlal Patel
Nasima Miah
Jaspal Singh Sethi
Nila Raithatha (Administrator)

Apologies: Daksha Patel, Natuarlal Mistry

		ACTION
Building Work	<p>Extension at the back of the surgery has been rejected by Council as the premises is for residential, but they have accepted Four Clinical rooms upstairs and Four clinical rooms downstairs – enables access for disable patient to every clinical rooms. Lifts to both floors for disabled patient Work to start beginning of December 2015.</p> <p>The work should not take more time now as there is no extension at the back. All work is internal.</p>	<p>Notice to go up for patient informing them when the work is going to start and that the surgery will run as usual.</p>
A&E Attendance	<p>HUB is now open and running – they are open for patient from 6.30 till 10.00 pm Monday to Friday. And 8 am to 10.00 pm over the Weekend. Patients are given phone numbers and patients can also ring 111.</p> <p>Changes to A&E front door as a practice from Corby has taken over. This will take place in November. Will update when we are more aware re the changes.</p>	<p>Identify number of patient going to A&E/UCC/Merlyn Vaz and HUB – Ages of the patients as well</p> <p>Notice for patient of Surgery opening during XMAS/New Year.</p>
Dentist	Patient with Dental problems to be	Notice for

	directed to Nelson Street OOH Dental Care.	patient – GP cannot treat Dental Problems
Survey	Appointment Audit has been done but not worked out the figures.	
AOB	<p>Better Care together is coming up in December – they are trying to reduce support in hospital before discharge. This will be introduced and the community. District Nurses, Health and Social Care, Social Services will be more involved once patients are discharged. The impact will be on Surgery if DN are unable to take care of the patient.</p> <p>Unplanned admission/Better Care Plan are all done - extra appointments are given to complete the care plan and the review.</p> <p>GP has meeting once a month with Health and Social team, District Nurses to discuss patients further and their needs. McMillan Nurses have been contacted but they are busy and have not been able to attend the meeting.</p> <p>Last appointment on GP rota is kept for patients who need more time 20/30 minutes.</p> <p>Surgeries are struggling with Social Services as patient who are being referred are rejected. They pass over to DN or verse visa, patients care is delayed by this.</p>	Need to put our view across on the impact patient and surgery will have if patients are discharged earlier then need be.
Mistake in the Last PPG Minutes	There was mistake in AOB – Flu will arrive - --- should have read Flu Vaccine will arrive.	
NEXT MEETING	NEXT MEETING ON 27.01.16 at 1.00pm	