

**Highfield Surgery  
25 Severn Street  
Leicester**

**PPG MEETING**

**Date: 26.09.18**

**Time: 1.00**

**Present:** Rajiv Wadhwa  
Ballu Patel  
Nasima Miah  
Sylvia Hurley  
Natwarlal Mistry

No Apologies received: Amritlal Patel

TOPIC		ACTION
New Member	Sylvia Hurley was introduced to other members of the Group. Sylvia has been a member for long time but had not been attending the meeting due to personal reasons.	None
Medical Students	Slight change on how Leicester Medical School send their Student. First year students have been introduced to come and observe how General Practice runs for 2 weeks. They will observe HCA, Practice Nurse, and GPs. Third year student stay for longer 12 weeks. Final year student will start next year.	None
A&E	City-wide attendance not going down. Average attendance at the moment 650 a day sometimes 700. Concerns were around patient being discharged early and being re-admitted. CDU department is expanding in around February 2019 HUBs are still the same – no change.	None
NHS England	GP surgeries to provide adequate services We have changed from 10 minutes appointment to 12 and for some patient 15 minutes. We are open throughout the day from 8am to 6.30pm. We do not close for Lunch. At the moment surgery is closed Thursday afternoon and every third Wednesday for PLT. If we are forced to open Thursday afternoon patients may not get the care they need. They are used to us being closed and have not asked to open Thursday afternoons.  PPG member:- If patients are not asking you to open	Suggestion re Thursday opening Rejected.

	<p>then there is no need. Patients are happy with the care they receive and opening times of the surgery. Quality of care and service will compromise with longer hours. PPG member rejects on opening Thursday afternoon and are willing to attend the meeting when CCG comes.</p> <p>Dr Wadhwa : They are closing PLT – this is the only time for all Staff to attend this learning time meet other members of staff from other surgeries and learn from each other.</p> <p>PPG Members: These are the only time staff gets out of working environment to have their own learning time from other staff as well as from Trainers.</p>	
Health Promotion	<p>There is health promotion session on 22.10.18 which falls on Monday when Dr Wadhwa does his Radio Station.</p> <p>Nasima will speak to Mayur if we can hold something locally so our patients benefit from this.</p>	Will ask if GP can attend after Radio programme.
DNA	<p>Lots of patients DNA hospital appointments – other surgeries do not chase patient but we do and lot of admin time goes on chasing them. Patient has either forgotten or could not attend. These patients are then re referred.</p> <p>Cannot change the task of chasing patients as they are referred for a reason and they need to be chased. Mental Health and 2WW are always chased up, recently we have stopped chasing physios.</p> <p>PPG - to assess how important clinically they are.</p>	Await PPG feedback.
Translator	Ujala is still available and Language Line, but there is no need in this area as we all speak the language.	None
AOB	None continue with mid-day meeting 1.00pm	None