

Highfield Surgery – Dr Rajiv Wadhwa & Dr Preeti Wadhwa
25 Severn Street, Leicester, LE2 0NN

Patient Participation Group Meeting Minutes

Attendees (face to face): Ms Nasima Meah (PPG Chair), Mr Ballu Patel (BP), Dr Rajiv Wadhwa (RW), Weiwei Mao (WM)

Apologies: Mr Mujibur Rahman, Dr Preeti Wadhwa

Agenda Items	Summary	Discussion Outcome	Action Agreed
Review the last meeting minutes	Happy about the PPG flyer suggested by Mr Patel Will consider having different language versions for our PPG flyers and add the link to our practice website. but to confirm – the PPG meeting will be always in English Confirmed we will probably use our own google email as generic PPG email if needed		Get a google email for PPG communication WM to update the PPG flyers with simple patient consent for data security if interested in joining PPG.
PPG member recruitment plan – follow up	Decided to use our next flu clinic to distribute the PPG flyers and promote the recruitment.		WM to get flyers ready and ask 2 receptionists help on the flu clinic day
DNA rate – follow up	RW noticed this week the DNA rate is higher. RW stated we have practice policy in place that clinician will take their own appointment time to contact those DNAed patient to ask why and whether they need to re-book. There are currently a few patients (3-5) on the list that we informed the patient the risk that they may be removed from the registration if the DNA persists.	n/a	n/a
PCN services	BP suggested we shall introduce the new primary care network Allied Professional roles to patients, possibly via our practice website. Confirmed we are currently having social prescribers, phamracists, mental health practitioners, and physiotherapists Also discussed about the new PCN extended hours appointments: Monday and Friday evening, and a Saturday daytime every 3 weeks in community health centre – info on website already		WM to update the information of different PCN service on the website

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Medical Record Access	Discussed the risk of patient full medical record from 1 st Nov.	n/a	
Next Meeting	We would like to consider changing another day not Wednesday, so Dr Preeti Wadhwa can join as well. Currently she is working another site on Wednesday.		Next meeting date TBD