

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

Patient Participation Group Meeting Minutes

Attendees: Ms Nasima Meah (PPG Chair), Mr Ballu Patel, Dr Rajiv Wadhwa, Weiwei Mao

Apologies: Mr Mujibur Rahman, Dr Preeti Wadhwa, Marium Hassam

Agenda Items	Summary	Discussion Outcome	Action Agreed
Resume PPG meeting & update new staff at surgery	First meeting we had since covid after May 2019. PPG now decided to resume our bi-monthly PPG meeting. Introduce new PM – Weiwei Mao, started from Jan 2022. New receptionists joining surgery from last December – Zaheer and Drashti	Happy to have f2f meeting at surgery still on a Wednesday 1pm. Nasima – PPG chair	n/a
Plan to enlarge the PPG team members	Focusing on the diversity of ethnicities as well as the age, we plan to enlarge the PPG members PPG recognised not many patients know what PPG is involved.	Plans are: 1. generate a template letter for patients to be sent on behalf of the PPG chair 2. apart from letter, feeling text messaging invitation will be also helpful	WM to apply for a PPG generic email (nhs.net) for the PPG members communication with patients Letter template & text message info to be generated by Ballu and Nasima
Telephony and Appointment System	General patient experience was asked from practice: positive and better than average comparing to other practice in the area.	Patients are generally happy about the service, with patient population is increasing, especially our telephony queuing time as well as the appointment system. Positive feedback re refurbished patient waiting room area as well as our telephone greeting message PPG members advised sometime the telephone volume is a bit low, causing difficulties for patient to hear from	WM to investigate the morning calls, to find out how to improve the telephone quality so patients can hear clearer.

		receptionist talking in the morning BP expressed positive feedback on our reception service when always offering options/solutions to help our patients to access appointments.	
Review DNAed appointments	Review DNAed issue, as a hot topic in previous PPG meeting disucssion	Generally ok. practice is still monitoring DNA rate, both telephone and f2f. Suggesting PPG to send a letter to repeated DNAed patients Suggesting not allocating a specific time slot to those repeated DNAed patients, while call them in for waiting when clinician to finish those pre-booked. - TBD Confirmed practice procedure on potential DNA patients for telephone appointments: clinicians will call at least twice and leave voice message as well as detailed record on clinical notes.	PPG members to discuss further about the letter template for those repeated DNAed patients.
COVID measurement re-implementation	COVID measurement including facial mask wearing and social distancing re-implementing in the surgery changed again since July	PPG are informed and happy about this.	n/a
Patient feedback from various sources	Discussed NHS patient survey, plan to resuming family and friend test, as well as comment on NHS choice	Agreed NHS patient survey is not realistically reflecting the service we have been delivered to patients. PPG agreed that many questions are difficult for patients to understand well so precise feedback is collected. Practice is planning to proactively send out our own survey to patients. FFT form will be back to the waiting room for patients to fill	Management team will get the survey designed with a further discussion with PPG. survey will be sent on behalf of the PPG.
Plan to improve	Discussed any potential promotion need to improve the	NM is experienced and very interested	NW and WM to discuss

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cervical screening test	cervical screening	in organising events and the practice had similar events before. PPG are happy to re-organise and improve awareness and uptake of cervical screening among patients	further about the event detail after the meeting
New enhanced service – patient group consultation	Dr Rajiv Wadhwa introduced the new enhanced service about patient group consultation, will be coming soon as a PCN scale.	PPG are informed and happy about the new service.	n/a
Next Meeting	To be confirmed		