

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 Shafikul Islam, Weiwei Mao, Dr Preeti Wadhwa

Apologies from: Dr Rajiv Wadhwa, Mr Ballu Patel, Mrs Krishna Karavadra, and Mr Ruhel Miah

Welcome to our 3 new PPG members joining our team.

We had a review on the PPG report across Leicester from local Leicester Integrated Care Board, and their available support on boosting the local practice PPG. We are proud of our active PPG, now resumed bi-monthly meeting face to face, also with new members of PPG joining. We would like to thank to all of PPG members to support our Surgery.

We discussed the surgery's PPG meeting minutes, and PPG feel it would be good to share the PPG meeting minutes with all our patients, to allow more to know what is happening in the Surgery as well as the PPG involved, meanwhile, to encourage more patients to join the PPG.

We will try to send patient mobile text messages with the PPG meeting minutes link to make people easier to access.

We also explored the possibilities to have different language translations of our PPG meeting minutes in the future.

Our PPG Chair Nasima is keen on re-connecting to other local PPG chairs with updated information, to see any opportunities in the future that we could organise PPG events with other PPGs, as we have had several organised during the pre-covid time. Nasima will try to liaison with Weiwei at the Surgery to explore the PPG events in future PPG meetings.

We also discussed about our current telephone system, to see any possibilities that we could have different language versions for the greeting messages.

We also considered whether a PPG needs an email box for our patients to feedback and suggestions anonymously via PPG chair, so PPG can reflect their feedback to the Surgery in our future meetings.

The future meeting date is to be decided.