

**Highfield Surgery
25 Severn Street
Leicester**

PPG MEETING

Date: 8.11.17

Time: 1.00

Present: Dr P Wadhwa
Nila Raithatha
Ballu Patel
Nasima Miah
Mr Mistry

**Apologies: Daksha Parmar
Mr A Patel**

TOPIC		ACTION
Medical Student	<p>We had 3 medical Student end of August for 2 weeks, having some more in February and Summer Holidays.</p> <p>There will be some international students – not just this surgery there are few surgeries in the city who have signed up for this.</p>	No action.
New Members	<p>Need to increase members, ask patient if they want to join, Nasima rang Mrs Hurley who is not very well at the moment but is still interesting and will be attending future PPG Meetings..</p> <p>We will continue meeting at 1.00pm</p>	Need to ring Mrs Hurley before next meeting if she is able to attend if not if there is anything she would like to add to agenda.

A&E	New Emergency Department is now operating well. There will be some changes – rather than patient going through 3 or 4 assessments they will now see front line GP who will direct patient to right department ie if patient needs x-ray they will go direct to the x-ray department, if they require urgent bloods they will be seen by that department. This will save time for the patient as well as all clinical staff.	
Health Promotion Day	There was one where Ballu Patel attended. It was very successful 55 stalls promoting health programmes. 200 people attended.	There is website where it explains in details. Nasima to pass this onto Nila to put on website.
Website	New Surgeries Website is looking good Nila is trying to get HIS to put surgeries Pic Members advised if Staff picture can go on We have few online bookings at the beginning of the session and at the end of the session. Patient need to register to get access. More promotion is required – there are some in the waiting area	Nila working on this. Nila to put some more signs up.
CQC	There is no news on CQC visit as yet. They are changing the way they are going to visit now – they do not give notice they ring 30 minutes before attending the practice.	
DNA	DNA has increased with HCA Clinic Hospital DNA are followed up by either GP or Reception Staff.	Bilkis to ring patients when they do not attend
NEXT MEETING – February 2018		