

**Highfield Surgery
25 Severn Street
Leicester**

PPG MEETING

Date: 9.5.2018

Time: 1.00

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

No Apologies received

TOPIC		ACTION
Medical Student	<p>We have 3rd year and final year students at the moment. They have 30 minutes per patient to take history. They do not treat the patient, GP sees these patient after student have taken the history and GP would give any necessary treatment that patient requires.</p> <p>These students are from Leicester University. We go through tutorial sessions with them. We have had very good response from previous students.</p>	No action.
New Members	Need to increase members, ask patient if they want to join, Nasima and Nila have rang Mrs Hurley she has not been too well but would still like to receive minutes and invites as soon as she is well enough to come to the meeting she will.	GPs will ask other patients if they want to join.
A&E	Department has improved from UHL side. From GP view they still need to improve on quality of care. There is no contact detail in case of complaints. There are no resources to get staff to deal with them. There was department set Transferring Group Response, we receive acknowledgement but the complaint is not dealt with due to lack of staffing level.	
Health Event	There is another Health Event at Moat Community on 22.10.18 from 10 am till 4.00. This is held every year and people from Nottingham and Northamptonshire attends. Coaches come from these areas. Around 400 people attend.	<p>Nasima will talk to Mayur at CCG for funding.</p> <p>Ballu Patel will talk</p>

<p>Appointments</p>	<p>We can hold a stand and Dr R Wadhwa can give a talk on Diabetes.</p> <p>There are still some DNAs not too bad. We offer online, Telephone and face to face appointments. Patient can also book an appointment at HUB but patient here prefers to be seen by own GP, they will not go to HUB. Patient still books an appointment on the day sometimes 2 hours before the appointment time but still does not attend. We do follow these patients but there is always an excuse of waking up late or not too well to attend the surgery.</p> <p>We don't book too far in advance and this has worked well as DNA rate has gone down.</p> <p>Most of online appointments are taken well in advance. We did have note on patients record for staff to book in advance as they work, but this we found was unfair for patient who do not work who have long term illness or retired so we have given working patient an option to book online. This we find is working well.</p> <p>Dr RW works at HUB and hardly sees any patient from this surgery. They prefer to be seen at the surgery.</p> <p>Staffs do get abuse and shouted at for not giving an appointment but we are giving more appointments than most surgeries around, not much we can do to change. Sometimes they shout when they can't get through as phone is busy. We have 2 staff that starts at 8.00am and another Receptionist starts at 9am so we have 3 receptionist at peak time</p> <p>For patient who do not speak the Language we have telephone line which consultation is done via telephone translator services, there is also Ujala who sends staff that can speak the language but these we have to book well in advance. We have not had any need of these services as most of our patient speaks the language that we speak. We have very few who do not speak these languages they normally bring someone with them.</p> <p>Hospital DNA we have staff who rings the patient and asks them why they did not attend. Sometimes patient are unaware of their appointment as they have not received an appointment letter. We then re</p>	<p>to organiser to see if we can have a stand</p> <p>Agreed if system is working then keep it same not to change.</p>
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	<p>refer these patients.</p> <p>It was discussed that some patients want pre-booked appointments, but most are happy with system. Dr Wadhwa said he can make more pre-booked appointments. But the DNA rate will be higher. So in the end, it is the patients that will be disadvantaged. After discussion it was agreed to keep the system same as it is.</p>	
TIME OF PPG MEETING	We will continue meeting at 1.00pm	
CQC	We have not heard from them. They visit every 5 years if everything was ok on their last visit. They could come without prior notice if they have received any complaints or concerns	