

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 Rajiv Wadhwa

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

We hope you have been enjoying this lovely summer, the prettiest season in UK with your family and friends and wish you all stay safe and happy with our service.

We have reviewed our meeting minutes of last meeting in February.

It is exciting that the Surgery has announced our new practice website with the same webpage link, but a lot of new functions including a translation button on the right bottom corner for any patients who would like to see content in their own languages. Enjoy your exploration! We are here to listen to any of your feedback.

Also, patients will be able to register online as new patients, join our active practice patient participation group.

We have discussed our previous discussed topic regarding options for developing multiple language functions on our telephone greeting messages. We will have our PPG helping us to do multiple language versions for our current greeting messages. You'll soon expect these functions appearing on our telephone lines.

Please do not hesitate to let us know your feedback about this new language lines.

We also have updated our new staff information. Our previous healthcare assistant Bilkis has retired, and we are pleased to have Mrs Waheda Khalifa joined our Surgery since May.

Please be kindly informed that we have re-launched our family and friend test, the questionnaire now available from our new website.

The future PPG meeting date is to be decided.