

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

Patient Participation Group Meeting Minutes

Attendees (face to face): Ballu Patel, Yassine Artiste, Weiwei Mao, Dr Rajiv Wadhwa

Apologies from: Ms Nasima Meah, Mrs Krishna Karavadra, and Mr Ruhel Miah

It was excited to have Yassine, a new member joined our patient participation group (PPG) at Highfield Surgery. Welcome!

This meeting was delayed because of summer holidays, but it was great to see we all enjoyed the holiday or being happily busy on booking our next fantastic holiday with family and friends in the coming months.

We had a review on our last meeting minutes. Nasima, who is our PPG chair is doing our telephone script translation for Bengali for our telephone greeting messages. We also planned to have other languages available for telephone greeting messages, to be done by our own staff. We hope this helps our non-English native speaking patients feel warm welcomed when making phone calls to us, but on the other hand, we also consider the risk to mislead patients that we tend to offer communication based on different languages in medical consultation or medical related conversations with non-clinical staff. This will not be always guaranteed, though we are trying and would like to help as much as we can.

We also discussed new agenda items regarding family and friend test, now results are released on practice website monthly. The general feedback we have got from our patients are positive. We would like to thank all of our patients about the feedback and the whole team feel appreciated and motivated to carry on delivering the best quality of the service.

We have recently seen our registered patient population growing slightly, thanks to the new patient registration system on NHS website, by offering online electronic registration form to be completed by new patients. We will receive the form from NHS directly and contact patient for any further questionnaire to be also completed. We aim to complete any new registration forms in 2 weeks time.

We also witnessed the high DNA rate in our primary care network offered appointments, carried out at our neighbour practice at Community Health Centre. This are service offered to our own Highfield Surgery, for cervical screening, diabetic review, NHS health check etc, including Saturdays. We hope patients especially working in weekdays may find this service is useful.

Regarding this new year flu vaccination starting in the beginning of Oct for eligible adults, we will carry out some Saturday flu clinics as usual we do every year. For this year, we would like to increase our patient participation group members. You will be contacted soon once the clinic is confirmed. Please feel

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free to come along to attend flu clinic if you receive our text messages, and speak to our current PPG members to find out what exactly the PPG do and why we need PPG to support our Surgery.

The future PPG meeting date is to be decided.