

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

Patient Participation Group Meeting Minutes

Attendees (face to face): Nasima Meah, Weiwei Mao, Dr Rajiv Wadhwa

Apologies from: Mr Ballu Patel, Mr Shafikul Islam, Mrs Krishna Karavadra, and Mr Ruhel Miah

Date: 7 Feb 2024, 13:00-13:30

1. Welcome and Introduction:

It has been four months since our last meeting in August 2023. We extend a warm welcome to Nasima, our PPG Chair, who is attending today's meeting.

2. Premise Refurbishment Plan:

Dr. Rajiv Wadhwa announced our premise refurbishment plan, which includes the addition of two more clinical rooms, bringing the total to six by the end of February. This expansion aims to enhance patient care and increase our practice capacity to meet the growing needs of our patients.

3. Patient Engagement Initiatives:

Nasima attended a Leicester Central Primary Care Network PPG meeting, highlighting our commitment to improving patient engagement and sharing experiences across local practices. We encourage active participation in individual patient surveys conducted by the local NHS and primary care network to gather valuable feedback for service improvement.

4. Community Pharmacies Consultation Services (CPCS):

We discussed NHS's promotion of CPCS, wherein patients with specific minor ailments' symptoms will be directed to local pharmacies. Our receptionists will guide patients, and if necessary, appointments with GPs will still be arranged, optimising GP resources for urgent and complex cases, ultimately benefiting all patients, especially the vulnerable ones.

5. Communication Enhancements:

Nasima suggested increasing awareness through posters in the surgery and exploring multilingual telephone options to assist patients. These efforts aim to improve communication and accessibility for our diverse patient population.

Updated 7th Feb 2024

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

6. Local Measles Outbreak:

Dr Rajiv Wadhwa discussed our response to the recent local measles outbreak, including BBC One's interview at our Surgery on February 2nd, showcasing our efforts in managing the situation.

7. PPG Member Engagement:

We aim to increase PPG membership and improve attendance rates at meetings. To enhance member experience, we plan to offer refreshments and extend hospitality to all PPG members.

8. Next Meeting:

The next meeting is scheduled for Wednesday, May 1st, at 1 pm.

Closing Remarks:

We extend our gratitude to all PPG members for their contributions to our Surgery, past, present, and future.