

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

Patient Participation Group Meeting Minutes

Date: 17 July 2024, 1:00 pm - 1:50 pm

Attendees (in-person): Nasima Meah, Ballu Patel, Weiwei Mao, Dr. Rajiv Wadhwa

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

1. Review of Last Meeting Minutes

Welcome Back! It's been five months since our last meeting in February 2024 due to staff sickness and annual leave. We're excited to have our PPG Chair, Nasima, and Ballu with us today!

Exciting Updates: We reviewed the minutes from our last meeting and discussed the ongoing refurbishment of our practice. We're expanding clinical rooms and redecorating the reception area.

Tour Time: At the end of the meeting, the doctors gave PPG members a tour of the refurbished areas.

2. Telephone Recording Voice Messages

Multilingual Support: Nasima confirmed that our telephone scripts will be translated into Bengali, with options in Hindi and Urdu as well. Dr. Rajiv Wadhwa will handle the translations to ensure our patients can access information in their preferred language.

3. Patient Feedback Online

Family and Friend Test (FFT): The manager shared that our FFT results are now updated monthly on our practice website.

Survey Process: Every Friday, a group of patients receives an online survey link via text message to provide feedback about their recent visit.

Your Feedback Matters: The results, including all comments, are visible on our website.

Patient Survey Results:

Positive Feedback: Patients are happy with our telephone service and appointment availability.

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Room for Improvement: We need to better promote our online services, as many patients are not aware of them.

Patient Choice Website for Highfield Surgery: We would like to hear more comments on NHS Patient Choice Website at <https://www.nhs.uk/services/gp-surgery/highfields-surgery-r-wadhwa/XC82116/ratings-and-reviews>

NHS App: The app has developed new features over the past year, including proxy access, allowing friends or family to help patients while maintaining confidentiality.

Reception Team Praise: PPG member praised our reception team for their friendly and supportive manner. This positive feedback will be shared with the reception team.

PPG Suggestions: PPG members suggested shortening the FFT message to make it more engaging.

Have Your Say: We encourage patients to visit our Patient Choice Website to leave comments and feedback.

4. Patient Engagement in National Institute of Health Research (NIHR)

Join Our Research Projects: We've been an active site for NIHR research since 2022 and want to see more patients get involved. Participating can be beneficial for your health and contribute to medical advancements.

Confidentiality Concerns: We understand concerns about data sharing. NIHR has a system allowing patients to opt out of research while promoting it among those interested.

5. Patient Safety Incident Response Framework (PSIRF)

New Safety Initiative: Highfield Surgery is part of a new NHS England pilot program to improve patient safety.

Our Role: We're one of three practices in England participating in this pilot, among with other 37 NHS organisations.

Learning Together: This program aims to enhance how we respond to and learn from safety incidents. We plan to share our learning with PPG members to improve patient care and safety.

Thank you for your participation! Meeting adjourned at 1:50 pm.