

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

Patient Participation Group Meeting Minutes

Date: 2 October 2024, 1:00 pm – 1:30 pm

Attendees (in-person): Nasima Meah (PPG Chair), Lola (Student from Nasima’s team), Ballu Patel, Weiwei Mao, Dr. Rajiv Wadhwa

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

1. Review of Last Meeting Minutes

The meeting began with a welcome to Lola, a student from Nasima’s team.

The minutes from the previous meeting were reviewed.

It was confirmed that updates to the telephone greeting messages to accommodate different language needs will continue.

2. Family and Friends Test (FFT) Result Feedback

The group discussed the positive feedback received through the FFT, particularly praising the service provided by clinicians.

One patient specifically highlighted the excellent experience she had during her smear test with the new locum nurse, stating it was the best she had ever experienced. While staff names are not published publicly, individual feedback has been shared with the respective staff members for their CPD (Continuing Professional Development). Both positive and negative feedback from the FFT will help guide staff training and service improvement. All FFT results can be accessed by patients via the practice’s website at: <https://highfieldsurgerysevernstreet.co.uk/family-and-friend-test-monthly-result/> .

3. Concerns About Patients Bringing Bicycles/Scooters into the Practice

There have been concerns raised about patients bringing bicycles or scooters into the building and leaving them near the fire exit or the reception desk, posing potential health and safety risks, including fire hazards and trip incidents.

The practice will put up official posters requesting patients to leave bicycles or scooters outside the building.

Updated 4th October 2024

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

While we acknowledge that parking is limited, most patients live locally and are encouraged to use public transport.

4. Flu Campaign and New RSV Vaccination

The practice will launch its flu vaccination campaign on 3 October, with flu clinics scheduled on 12 and 19 October (both Saturdays), staffed by two GPs.

A new RSV (Respiratory Syncytial Virus) vaccination is also being introduced for elderly patients and pregnant women, as per NHS guidelines, to protect babies before birth. More information about RSV can be found on the NHS website: <https://www.nhs.uk/vaccinations/rsv-vaccine/>.

5. National Institute of Health Research (NIHR) Team Meeting

The NIHR has expressed interest in attending a future PPG meeting.

Although Juliet from the NIHR team was unable to attend today, she has confirmed her participation in the next meeting.

6. Lola's PhD Study on Fathering in South Asian Communities

Lola introduced her PhD study, which focuses on fatherhood within South Asian communities.

She would like to distribute posters in the practice to invite members of this community to participate in interviews for her research.

7. Dr. Rajiv Wadhwa's Health Promotion Talk

Dr. Rajiv Wadhwa has been invited to speak at Nasima's local community centre, focusing on health promotion. He plans to give a talk on the topic of vaccinations.

8. Next Meeting

The next PPG meeting is scheduled for early 2025. The group aims to encourage more members to attend and voice their opinions.