

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

1. Review of PPG Policy

The maximum number of PPG members will be set at 10.

The PPG Treasurer role and its job description will be removed.

The AGM and PPG Chair appointments will not follow a fixed date until membership increases.

2. Plan to Increase PPG Membership

The Practice Manager will contact current members to confirm if they wish to remain in the group.

Email invitations will be sent out in advance, followed by a reminder call 2–3 days before each meeting.

3. Patient Feedback

The group reviewed recent Friends and Family Test results.

It was noted that the NHS Choices comment facility and Healthwatch feedback service have now ended.

The national NHS Patient Survey continues, with centrally distributed questionnaires. Current results show Highfield Surgery is receiving high levels of positive feedback. For example, patients find the practice website very helpful, as the reception team has worked hard to digitalise information (e.g. converting paper leaflets into online resources and sending text links for easier access).

Patient Survey Results will be shared with PPG members at the next meeting.

Also, some concerns were raised about patient feedback being collected by third-party company Care Opinion, which has not been formally recognised by the NHS. This has been reported to the local LMC for review.

The practice remains committed to listening to patient feedback to ensure services meet patient needs.

4. NHS App

Discussion covered new NHS App features, including:

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Notifications when medication is ready for collection at a nominated pharmacy.

Display of medication review and issue dates.

Members agreed it would be beneficial to encourage more patients to use the NHS App.

5. Online Consultation (Patient Online Triage) – from October 2025

From October, NHS England will require practices to provide online consultation during opening hours with no cap on the number of enquiries.

This will present challenges around workflow management, workforce capacity, and ensuring safe triage (as patient descriptions of symptoms may be misinterpreted by AI filters).

Highfield Surgery will pilot this through AccuRx from October, which has already used for patient text messaging, non-urgent admin queries, and some health questionnaires.

6. Neighbourhood Care Centre

Members discussed the new Neighbourhood Care Centre initiative, part of the NHS new 10-year Plan.

PPG members suggested that patients should be invited to contribute to planning discussions to raise concerns and ensure sufficient resources from NHS are allocated.

7. Next Meeting

The next PPG meeting is provisionally scheduled for October 2025.