**HIGHGATE MEDICAL CENTE**

**Patient Participation Group Meeting Minutes**

**Date**: Patient Participation Group meeting held on Thursday 28.11.19

**In combination with our Macmillan Coffee afternoon**

**Venue**: Highgate Medical Centre – main patient waiting room

**Time**: 1.30 – 3.30pm

**Staff present in the meeting:**

Dr Pandit

Sureya Dawood

Dr Jui

Rohima

Ruksana

Irtiqa

Samantha (covering reception)

Joy

**Patients who attended (EMIS ID):**

**1898 – 7233 – 2289 – 1684 – 1214 – 3250 – 4609 – 4195 – 890 – 287**

Dr Pandit started off the meeting by thanking and welcoming everyone to the patient group meeting. Dr Pandit also gave a warm welcome to all the patients and thanked them for taking the time to attend this patient participation group meeting.

Dr. Pandit introduced the (BSOL) Birmingham and Solihull Health App to the patients, leaflets and flyers were given out to each patient who attended – registering to the app was shown to the patients online and the benefits of having access to ones records were highlighted

Dr Pandit also re-visited the topic of the importance of getting vaccinated against Flu patients were encouraged to book their appointments at reception

You said we did – survey outcomes were discussed with patients, in terms of what changes had been made

* 20 more appointments have been uploaded per week for patients to be able to book to speak to a GP at the surgery
* Surveys have now been introduced online via survey monkey website patients who have given email contacts to the surgery have been invited to participate in these
* We have increased more PPG meetings throughout the year and sent invitations to all patients who want to attend and participate.
* 22 more appointments per week have been made available for patients to be able to book online. We have also employed another receptionist to cover reception during high call volumes to avoid long waiting times on the phone

Thereafter a tribute was paid to our elderly patients who had attended surgery for our Macmillan coffee afternoon – They were asked to present their secrets of good health and encourage others with any words of advice they had in terms of looking after one’s self

Our external visitor Upjeet was introduced who attended from the St Mary’s Hospice for our Macmillan coffee afternoon and spoke to the patients regarding the services St Mary’s offered to patients as well as their family and friends – during an illness and after a loved one may have passed

Patients were very touched after hearing about all the support available to them and knowing about all the hard work put into looking after patients which made them all donate very generously towards the cause for which we raised £125

Patients were then given the opportunity to help themselves to hot drinks and snacks served at the Surgery and to get to mellow down with ice breaker games having the chance to socialise and let loose with other people

We played dunk the biscuit in the tea, where patients were blind folded and asked to attempt to stick the biscuit sticker in the centre of the tea

Patients who attended also took part in guessing how many berries were in the cooked pie – the winner was patient 890 who won the prize

Overall the patients seemed to have had a fabulous time taking selfies and pictures with our cheeky cherry staff, suggestions were given that we offer more variety of food as snacks on the next event to which our carers look forward to