**Highgate Medical Centre**

**Patient Participation Group Meeting Minutes**

Date:    Patient Participation Group Meeting Held on Thursday 15.08.19 at 1.30pm

Venue:              Highgate Medical Centre – main patient waiting room

**Staff present at meeting:**

DR.SS.PANDIT (Principal GP)

SUREYA DAWOOD (Practice Manager)

SAIMA RAHMAN (Medical Secretary)

List of patients attended the meeting (identified via patient number):

1699   540   2725   1702   1492   1495   1870   4586   1681   942   4195   1403

GUESTS SPEAKERS IN THE MEETING

* Taibah from (POD) Patient Ordering Department

Dr Pandit and Sureya Dawood both chaired the meeting.

Saima Rahman recorded the minutes

**Welcome to all**

Sureya welcomed and thanked the patients for coming to the patient group meeting. Saima assisted patients to sign in and take a seat. Patients were offered coffee, tea and biscuits. Saima then gave patients friends and family questionnaire in the meantime to fill in whilst waiting for the meeting to start. Dr Pandit then Joined meeting then welcomed and thanked patients for coming to the patient group meeting.

**NEW TRAINEE DR. BEVERLY STARTED 7.8.2019**

Dr Pandit started the meeting by introducing the new trainee doctor, Dr Beverly Bachi (GP Trainee) will work during the week and will also do daily home visits as soon as she has managed to sort out her car insurance with business insurance on it. Luckily we now have 2 female GP’s at the surgery which our patients can benefit from.

**MY HEALTHCARE APP – ON –LINE ACCESS USING MY HEALTHCARE APP FOR PATIENTS AVAILABLE AT THE SURGERY - CAN BOOK AN APPOINTMENT, VIEW MEDICATIONS AND ORDER MEDICATIONS, ALLERGIES, SUMMARY OF THEIR RECORDS. IF INTERESTED TO ASK AT RECEPTION PLEASE.**

Dr Pandit mentioned about my healthcare app stated Sureya will give more information in regards to app, Sureya mentioned with the my healthcare app, patients can manage their medical records, to register patients will have to go to link: [app.myhealthcare.co.uk](http://app.myhealthcare.co.uk), then register your details which will give you temporary access to the app. Once patient has registered the request will come through for full access to the administrative team via the online application, once received request will take up to a week for patients to get full access to the application. To login patients will need their email address or mobile numbers as there login details. Once received full access patients will then have full access to medical records prescriptions, blood reports and appointments. Sureya then mentioned Danielle Pearson who is director of my healthcare app who did a presentation in the PPG meeting which was held in March this year. If patients want her to come in again, she can be invited to the next PPG meeting.

**PRESCRIPTION ORDERING DEPARTMENT**

Dr Pandit mentioned (POD) prescription ordering department is a pilot scheme which Highgate Medical Centre is part of. It is a very efficient service to help our patients with ordering prescriptions electronically direct to the pharmacies so patients can either collect from the pharmacy or get pharmacies to deliver to them at home.

Taibah (Pharmacy Technician) introduced herself explained how POD works in detail. POD is a service that has been provided by government to make it easier for patients to be able to order their medication via telephone, stated when patient call Pod number they will be speaking to highly trained pharmacy technicians who will help them with their queries. Taibah mentioned how for instance in the future patients will not be able to have paracetamol on prescription as it is quite cost affective such as firstly you would have to pay NHS administrative charges, the chemist charge the bottle and ordering charge. Stated it was much cheaper to buy over the counter. This also helps in reducing waste of tablets if not being used, increase in safety and responsibility which patient holds with medication. Leaflets were handed out by Sureya to patients with the POD number – 0121 726 1240.

**FRIENDS AND FAMILY TEST QUESSTIONAIRE**

Sureya explained what friends and family questionnaires are used for, stated patients should fill the leaflet in after appointments to state how they found our services or how they found our staff members, this will then help us to improve our services or quality of service provided by staff members if need be.

**BOWEL SCREENING PACKS - SENT ON YOUR 60TH BIRTHDAY. VERY IMPOSTANT TO COMPLETE THE PACKS AND RETURN THEM TO DETECT ANY CANCER EARLY HENSE EARLY TREATMENT.**

Dr Pandit then mentioned about bowel screening and how important it is for patients (male patients) over the age of 60 to have a bowel screening done, stated this was important so it helps detect cancer early as the later it is detected it can spread all around the body. Stated the attendance for bowel screening in our surgery is less. Sureya mentioned once received packs to fill and send back to address provided on pack. It costs the government £70.00 per person to have bowel screening done.

* ANY PATIENT QUESTIONS

Dr Pandit and Sureya asked if they were any more questions. There were no questions from any patients. Dr Pandit and Sureya once again thanked everyone who attended. Please pass on today’s information on to others.

MEETING AJOURNED: 14.20PM