**HIGHGATE MEDICAL CENTE**

**Patient Participation Group Meeting Minutes**

**Date**: Patient Participation Group meeting held on 21.2.2019

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

**Time**: 1.30 pm

**Staff present in the meeting :**

DR. SS. PANDIT (Principal GP)

SUREYA DAWOOD (Practice Manager)

SAIMA RAHMAN (Medical Secretary)

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

**1403 4535 4536 3082 1394 1129 3208 14 1624 3231 2832 152**

**3094 6474 995**

Dr Pandit chaired the meeting.

Saima Rahman recorded the minutes.

**Welcome to all**

Sureya 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.

**On-line Access**

On-line access is available for all the patients. You will have access to the following areas :-

* Medications
* Summary of your records
* Adverse reactions/allergies
* Book / cancel patients

Dr.Pandit explained that on-line access is with immediate effect. Please approach the reception staff if you want this access. Reception staff will issue you with a link, username and password to gain access. The patients requested if all the Highgate Medical Centre staff could be present at the next PPG meeting including reception staff and all clinical staff.

Surey explained that with regards to on-line access, adults over 18 years old, need to sign their own access forms. Parents cannot sign for these children.

**Practice Rating**

Dr. Pandit said from our recent results we are currently a 4 star practice. This is very good but we would want to have a 5 star status. We would like help from our patients to suggest to us how we can achieve this 5 star rating from their suggestions and opinions and comments on the best service to provide to our patients. Dr. Pandit said we lost points on access/communication. Dr. Pandit said, we are always trying our best to give the best high quality service. Can patients suggest on improvements that they would be happy with.

**Practice Survey results**

Dr. Pandit went through the survey results :-

* First of all, Dr. Pandit thanked all the patients for participating in the patient survey
* In regards to patients getting an appointment, Dr. Pandit said thank for the patients who have given a good score. We did lose some points in this area but on average it was ok.
* How long have patients been waiting ? On average in consultations 50% of patients have more than 1 problem. This causes delay for others. Dr. Pandit said patients need to stick to their given times in the consultation room and that is 10 minutes consultation.
* Dr. Pandit mentioned that patients are taking 12 minutes with their consultation when they want results of their pathology, radiology tests and want to discuss prescriptions and medications and this is what takes the time. However it is not fair if patients are waiting in the waiting room of the surgery getting angry for waiting too long.
* Dr. Pandit informed patients of their own responsibilities for their own health particularly with regards to diabetes and other long term health conditions. The care should be combined together with the GP advise and patient management of their own health.
* Dr. Pandit said he understands there is a language barrier with Dr. Jui Pandit unable to speak their language but patients can have intepreters booked. If you need an interpreter please ask reception to book for you 2 days prior to your appointment.
* Dr. Pandit explained that we are covering the majority of disable facilities at the surgery. Patients are happy and have no concerns related to this.
* Dr. Pandit also informed that we have some Polish speaking patients that have recently registered with us. They speak no English or very little. The Bilcs interpreting service can be used for them to book an appointment with an interpreter.
* Dr. Pandit explained the importance of the GP surveys being sent out to the patients homes and if all patients please complete and post back in the envelope provided. This is the only way GP services can be improved for the patients.

Dr. Pandit thanked everyone for attending and thanked Sureya for all her hard work and organising these PPG meetings.

Adjournment - the meeting was adjourned at 3 pm

Next PPG Meeting will be on 22.3.2019

**Adjournment**