**HIGHGATE MEDICAL CENTRE**

Patient Participation Group Meeting Minutes

**Date:**                                    Meeting held on Thursday 22.03.19

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

**Time Meeting Started:      1.30pm**

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):

1495 1870 540 4195 1492 2725 1699 1493 4586 1681 942 4535 4536

**GUESTS SPEAKERS WHO SPOKE IN THE MEETING**

* Jessica Lord – Synexus Research studies
* Danielle Pearson from Southdoc services – My Healthcare app lead manager
* Lisa Rose/ Lisa Tranter - AA Screening program from Birmingham Heartlands Hospital

Dr Pandit and Sureya Dawood both chaired the meeting.

Saima Rahman recorded the minutes

**Welcome to all**

Sureya welcomed and thanked all the patients for taking the time out and coming to the patient participation group meeting organized for this afternoon. Saima assisted Sureya in helping the patients to sign in and take a seat. Patients were offered coffee, tea and biscuits. Saima assisted in handing out Friends and Family Test Questionaires to all patients that were present to gather for the on-line survey. The patients were asked to complete the questionaires while they were waiting for the meeting to start and return them all to Saima once completed.

Sureya informed about some home rules to all that were present. Please could all patients switch off mobile phones and kindly asked if all the questions could be asked at the end of this session. Sureya stated we are not expecting a fire drill test today but if there is a fire, there are two fire exits. The staff will lead all the patients out of the building through the two fire exit doors to the meeting point.

Dr Pandit then Joined the meeting and welcomed and thanked patients for coming to the patient group meeting.

Dr Pandit started speaking about the next meeting which will be held dedicated to diabetes care.

Sureya explained that for todays meeting we have guest speakers on subjects which will help the patients and explain some of the changes in the practice with new services that are being offered by the practice. Sureya introduced Jessica Lord from Synexus Research Clinical Trials/Studies.

* JESSICA LORD – SYNEXUS RESEARCH TALK

Jessica thanked Sureya for inviting her to the meeting and giving her an opportunity to explain about different studies that are currently being undertaken by Synexus. Jessica explained that they run voluntary clinical services for patients with Type 2 Diabetes Mellitus and Arthritis. Jessica stated that she urges patients to have a look at the leaflet handed out to the patients and if anyone is interested, they can ring the number on the leaflet and will be sent out a letter of invite to participate in the study. Synexus will reimburse travel expenses and arrange taxis for patients to get to the centre and also to get back home.

Denghi Fever Research

There is no vaccination for Denghi fever at the moment. Denghi fever is widespread in Asia. Jessica explained that there is an injection which has had some research done. There are two searches currently being done and if any patients are interested in participating to contact Synexus on the numbers at the end of the leaflets to submit their interest in participating. £250.00 will be paid for the Denghi fever participation. The second study is the Arthritis study currently running. Jessica asked if they were any questions. None of the patients had any questions to ask.

* DANIELLE PEARSON - MY HEALHCARE APP

Sureya then introduced Danielle Pearson from Southdoc Services – Manager of My Healthcare App. Danielle explained that Southdoc Services are a massive federation and have recently taken over 44 surgeries which are all now under the Southdoc Services umbrella. Highgate Medical Centre is one of these surgeries who have signed up to Southdoc. Danielle stated that patients have access to weekend appointments if they need one. My healthcare federation practices can access the patients records with the patients consent given when they attend their appointment. Patient stated when they go to the My Healthcare App website and log on, why do they get a new number each time which stays on their phones for 3 minutes and then disappears. Danielle explained this is a four digit password set up for security reasons, just like with banks when you want to do internet banking. Danielle explained this is to prevent fraud and to protect your confidential and personal records.

Patient 1495 queried that the second hurdle is when the message comes up that 2 forms of identification needs to be taken in to the practice before they can go any further. Danielle explained that it is the surgeries discretion that if they want to vouch for the patient without seeing the identification again as the patient is known to them for years. Sureya and Dr. Pandit confirmed it will be ok for Saima to vouch for the patient if there is identification on the patients records when they first registered if they registered within 12 months and if they have been registered at the practice over 12 months, they can also vouch those patients.

Danielle informed patients that if any errors are spotted in the record to let the surgery know immediately so it can be rectified. The surgery will be able to sort that out for you.

* AAA SCREENING SERVICE FOR MEN – SENT ON YOUR 65TH BIRTHDAY. VERY IMPORTANT TO BOOK AN APPOINTMENT AND GET SCAN DONE

Sureya introduced Lisa Rose and Lisa Tranter from the (Abdominal Aortic Aneurysm) AAA screening service. Lisa did a powerpoint presentation to the patient explaining what the AAA screening service was. This screening is for men who are 65 years old and over. It is an ultrasound scan (abdominal aortic aneurysm) to which patients will be invited to when they turn 65 years old. This screening for men only. The centres are based around community clinics based in Sparkhill, Acocks Green, Bordesley Green or Sparkbrook. All men aged 65 years old will receive an invitation in the past and it is very important to attend even if the patient do not have any symptoms, the scanning still needs to be done as early diagnosis can be detected when doing the scan. If the scan is clear, the patient will not need to be seen again.

Dr Pandit explained to the patients the clinical terminology on what Abdominal Aortic Aneurysm is and how it can affect a person. Dr. Pandit explained it is a widening of the blood vessels in the abdomen. If these vessels rupture, it turns in to a life threatening condition. Patients were told try to spread the word to anyone who is over 65 years old to get this screening done. Studies and research show that nearly 40 patients out of 100 will die every year from Abdominal Aortic Aneurysm. Patient ID : 4195 said he has stomach problems and requested if he could get a scan done. He was 65 years old. Lisa Rose took his details and would get in direct contact with him and give him an appointment to attend screening. Patients are able to self refer if they have not get received a letter and they are 65 years old.

Any women who have family history of AAA can also get their GP to refer then. Dr. Pandit explained that in women when the cycle tube gets weak or old tube becomes weaker and before the patients starts suffering with high blood pressure and other symptoms the screening can be done.

The AAA screening department handed out leaflets explaining further to all the patients that had attended the PPG meeting. A box of leaflets were also given to Sureya to leave in the waiting room for patients to take.

* UPDATE TELEPHONE NUMBERS

Sureya reminded all the patients to update their current contact numbers at the reception desk. This is very important if the surgery needs to get in touch with the patient to cancel an appointment last minute or to give any other important result.

* CATCHMENT AREA LIMITED TO 3 MILE RADIUS

Sureya mentioned that the surgery policy is to only keep patients registered at the practice who live within 3 mile radius. Any patients who are living 3.1 mile radius or further must register with a GP surgery closer to their new address. If a patient attends the surgery to change their address which is further than 3 miles from the practice, the change will be rejected and the patient will be advised to find a new GP in 4 weeks time before they are removed from the practice list. Patients can check their distance with by inputting their post code and the surgery post code in to the AA route planner which can be accessed via Google. Birmingham City Council and Social Services and the NHS are now all interlinked electronically so if council tax is paid at a property outside the catchment area it will be notified as an alert to check catchment area and registration status. If we come to know through these channels, we can only apologise but will not be able to keep you registered at the practice if your address is out of the catchment area.

* RAFFLE PRIZE - Blood Pressure Machine.

All the patients were given free raffle tickets as they attended the meeting. A raffle ticket was picked up by a member of staff. Patient ID 540 won a blood pressure machine. Well done !

Dr Pandit mentioned there will be more incentives in the next PPG meeting for patients.

Meeting adjourned at 15.00pm.

Everyone who attended today is invited. Dr. Pandit mentioned to bring along family and friends to the next meeting. All patients were informed to watch out on the notice board about details about the next PPG meeting and all the patients present today will be called by an administrative staff member.