**PATIENT PARTICIPATION GROUP MEETINGS**

Highgate Medical Centre’s Patient Participation Group was formed in 2011, changing, envolving, embracing change in line with the needs of our patient community. Regular meetings are held where all members of the group are invited in to the practice to discuss improvements of the surgery, opening communication between patient and practice. The patient participation group has been formed to discuss the services offered by the practice and to decide upon an area of each year for change/improvement. An action plan is then formed to carry out the actions agreed upon. Should you wish to get involved please express your interest to a member of our staff who will give you further details. Should you wish to pass on any ideas or suggestions to the Patient Participation Group Representative Lead please inform reception staff for her e-mail contact details. The Champion will then bring the issues to the next meeting for discussion. We encourage you to please come along and have your say. Next PPG meeting dates are :-

* **Thurs 10th January 2019**
* **Thurs 21st February 2019**
* **Friday 22nd March 2019**
* **Thursday 27th June 2019**
* **Thursday 15the August 2019**
* **Thursday 31st October 2019**
* **Thursday 5th December 2019**

Outcome of this Years PPG meetings so far :-

**YOU SAID :-**

* You wanted us to provide on-line surveys for patients who are not able to come in to the surgery
* You said it was hard to get through on the phone
* You were not happy about the delay in returning calls for blood test results
* You were not happy about children being advised to attend urgent care centres if our clinics were full
* You wanted the option to order prescriptions electronically

**WE DID :-**

* Together we devised the patient questionnaire survey to analyse the results and to make services better for you
* We increased our phone lines from 2 to currently 4 telephone lines
* We now return the call on the same day with your blood test results if urgent. Non-urgent results are also informed as soon as possible or you call back and leave a message for a call back.
* We now offer all children under 18 same day appointments with a clinical staff member.
* You can now order your prescription electronically via my healthcare app