**HIGHGATE MEDICAL CENTE**

**Patient Participation Group Meeting Minutes**

**Date**: Patient Participation Group meeting held on 10.11.2016

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

**Time**: 2.00-3.35pm

**Staff present in the meeting :**

DR. SS. PANDIT (Principal GP)

SUREYA DAWOOD (Practice Manager)

PERVAIZ RASHID (Admin Assistant)

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

**1403 2299 5241 2763 1624 3231 2832 152 3094 6474 995**

Dr Pandit chaired the meeting.

Pervaiz Rashid recorded the minutes.

**Welcome to all**

Dr Pandit commenced the meeting with a warm welcome to all the patients and thanked them for taking the time to attend this patient participation group meeting. Also thanks to Pervaiz that organised this meeting and will be taking the minutes today to publish on to the Highgate Medical Centre website. Highgate Medical Centre website is :- [www.highgatemedcentre.co.uk](http://www.highgatemedcentre.co.uk)

**General house keeping rules**

Sureya explained a few of the house-keeping rules before the start of the meeting. Can all patients please kindly switch off their mobile phones or put them on silent during the course of the meeting. Could all patients please ask questions and queries at the end of the meeting so we can finish on time and not cut in to the time of the meeting as some patients need to leave on time. Thank you.

Sureya stated that we are not expecting a test fire drill today but if there is a fire alarm it will be a real fire, than 2 fire exits can be used from the patient waiting room to exit out. Sureya pointed to both fire exits and advised that 2 staff members will direct patients towards the fire doors and out of the building to the meeting point on the pavement of Frank Street just outside the main door of the St Patricks car park entrance. Both direcitng staff members will be wearing yellow fire warden jackets.

**Friends and Family Test Questionnaires**

Sureya explained about the Friends and Family test questionnaire and asked if patients could complete and put in the box in reception. Sureya explained that this questionnaire was created to help service providers and commissioners understand whether their patients are happy with the service provided to them and where improvements can be made to provide a better service to the patients. This tests are now being collected at hospitals, GP surgeries, dentists, opticians and most other health organisations.

**On-line Access**

Dr Pandit said Highgate Medical Centre is offering on-line access facility for all our patients to use. Patients can book appointments, view their medications, view their allergies, view the summary of their records. If any patients would like this access, please ask reception staff and they can create your unique user log in details and provide you with a relevant link.

**Flu Vaccines Available**

Dr Pandit informed the patients that we are administering the flu vaccines. We will be targeting the vulnerable patients in the beginning such as patients who have long term health conditions e.g. diabetes, heart disease, respiratory illness, elderly and children. Dr. Pandit requested the group to encourage other patients falling in to this category to attend the practice to have the flu vaccinations. Dr Pandit highlighted that around 1,200 patients (which is 30% of surgery patient population) are vulnerable patients. We need to work together to make sure patients are given flu vaccines during this winter period and stay protected against the flu virus.

**GP Appointments Available at Fernley Medical Centre**

Sureya Dawood announced that due to winter pressures scheme and government 7 Day GP Challenge Services. Doctor appointments are available at Fernley Medical Centre. We can access and book appointments for our patients.

Sureya informed all the patients that if there are no appointments available here, our reception team will be able to book you an appointment with a GP at Fernley Medical Centre.

Sureya said GP appointments available at Fernley Medical Medical Centre are between the following times :

Monday: 7.30 – 8.00pm

Tuesday: 6.30 – 8.00pm

Wednesday: 6.30 – 8.00pm

Thursday: 6.30 – 8.00pm

Friday: 7.30pm – 8.00pm

Saturday: 12.00 – 4.00pm

Sunday: 2.00pm – 6.00pm

Patients who require an appointment can be booked into any available slots in the above time and get seen at Fernley Medical Centre. These appointments will be given by reception staff.

**Health Exchange Programs**

Dr Pandit said we have a visitor today, Jaskirat Sidhu (health exchange advisor) who will go through in-house health exchange programs for weight management and pre-diabetes educational training sessions.

Jaskirat informed all patients about the Health Exchange Programme and how their service will be provided to the patients at Highgate Medical Centre.

**Bowel Screening Packs**

Dr Pandit said bowel screening packs are being sent out to the patients who are aged above 60 and it is Government screening program to detect bowel cancer at an early stage. Dr Pandit advised the group that it is very important to complete these packs and return them in the envelopes provided.

Dr Pandit explained that this is the similar programme like Breast Screening. Last year 5 cases were picked up with this screening and these patients were treated early and are alive today.

Dr. Pandit explained these screening programmes are very important for early detection of life threatening illnesses.

Just to note – Patient ID 5241 and Patient ID 6474 joined the meeting at 2.10pm.

**Practice Website**

Dr Pandit explained about our website and for patients to use this. Technology is changing on a daily basis and more services will be updated on-line about the practice. Dr. Pandit also explained about the NHS choices website and how patients could leave comments, suggestions and reviews about the practice on this website.

Dr Pandit reminded everyone to always update and amend your telephone numbers regularly.

Dr Pandit asked the group if they had any questions, comments or suggestions :-

Patient ID 3231 said he is very happy with the appointment system. He gets to see the regular GP all the time.

Patient ID 3231 said we need air-conditioners in the GP surgery. It gets very hot in the patient waiting room in the summer. Dr. Pandit said this building is an NHS property and we can put the suggestion to NHS Property Services to see if they can put in air conditioning.

Patient ID 3231 said he will go on to the NHS choices website and put some comments/suggestions on as previously he did not know about this service.

Patient ID 3231 said we have a very good car parking facilities.

Patient ID 5241 said he is happy with our GP service as a whole but not happy with the appointment waiting times. Dr. Pandit explained the appointment system in detail and asked for suggestions from the group of how they feel we can make it better.

Patient ID 5241 said he has no concerns except sometimes he cannot get an appointment for his asthmatic child. We offer same-day appointments for children and an appointment is always issued for children. Dr. Pandit asked the patient to speak to Sureya about the actual incident after the meeting of what happened on the day he rang in for an appointment so we could investigate this further.

Patient ID 995 said the surgery needs to ring the vulnerable patients to attend for flu vaccine and not send out letters. Suggestion was taken on board.

Patient ID 6474 said our telephone lines are always busy and patients have to hold on for a long time. There is long queue waiting times. Dr Pandit agreed and was unhappy with this telephone system. Dr Pandit asked Sureya to contact our telephone company to look into this matter.

Patient ID 1624 said she has been a patient at the surgery for the last 34 years. She recalls that there has been a vast improvement in the services at Highgate Medical Centre over the years. She is very pleased with all the services provided at Highgate Medical Centre.

Patient ID 3094 said she is happy with service.

Patient ID 152 said she just wants an appointment with Dr Pandit only. Dr. Pandit stated he has been working for 32 years and is due to retire soon. He asked the patient to leave a message with reception and he will speak to her after the meeting.

Dr Pandit informed the group that Dr Pandit and Dr Jui will do health lectures at our local Central Mosque soon. These lectures will be about health matters. It will be open for the public to attend, not just for our own patients. Dr Pandit will do the first talk on diabetes. Dr. Jui will deliver talks on womens health e.g. breast examinations etc. Sureya said the mosque will put on notices and will announce this event after the Friday prayers. There will also be a section in the monthly prayer newsletter which is distributed by the Birmingham Central Mosque. Dr Pandit said in the future these educational sessions will be expanded in to Churches and Temples to benefit the community on free health education.

Dr Pandit said many thanks to all for coming today.

Next PPG Meeting will be on 19.1.2017 at 1.30pm.

**Adjournment**