**HIGHGATE MEDICAL CENTE**

**Patient Participation Group Meeting Minutes**

**Date**: Patient Participation Group meeting held on Thursday 27.6.2019

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

**Time**: 2.30-4.00 PM

**Staff present in the meeting :**

DR. SS. PANDIT (Principal GP)

SUREYA DAWOOD (Practice Manager)

SAIMA RAHMAN (medical secretary recording the minutes)

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

**540 2100 1870 2725 1403 4535 1804 1624 152**

Dr Pandit and Sureya Dawood both 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. Dr Pandit given his appreciation to these patients that came in today’s PPG Meeting as the weather was awful.

Dr Pandit said he we will ask Fatima, Health Exchange Trainer to attend next meeting and give presentation on healthy lifestyle and diet etc.

**General House keeping rules**

Dr Pandit briefly went through a few house-keeping rules before the start of the meeting:

* Can all patients please kindly be courteous to the meeting and switch off their mobile phones or put them on silent during the meeting.
* Dr. Pandit informed everyone that we are not expecting a test fire drill today but if there is a fire alarm there are 2 fire exits to the waiting room. Dr Pandit 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.

Dr Pandit advised everyone to update their telephone numbers and let the practice know. This is very important for the patient when they need to be contacted to cancel or change an appointment.

**Parking**

Dr Pandit said please do not block off ambulance bays – there has been a high number of cases that has been brought to Dr Pandit’s attention whereby relatives are dropping off patients by the entrance, which is causing problems for other people using the St Patrick’s Building.

It was suggested by Patient ID 2100 – to have a dedicated drop off bay in the car park – Dr Pandit said we can put this suggestion across to St Patrick’s NHS property services department for consideration or to maybe have cones to block off certain bays in the car park. Sureya will look in to this and find out further.

Dr Pandit said patients parking is causing unnecessary trouble for other users of St Patricks. Patient ID 2100 said the practice should consider giving penalty notice – to those patients who are persistently parking in the wrong area.

Just to note: Patient ID 2725 arrived at 1.50pm.

**In-House Clinics**

Dr Pandit said we currently have an orthopaedic clinic lead by Dr Rahman in this surgery every month. We will soon start CKD clinic (patients with kidney problems). We have health exchange advisor programs aswell. Dr Jui Pandit is running the (in-house) warfarin clinic.

Dr. Pandit said we have expanded a lot of new services in the surgery for our patients

**On-line Access**

Dr. Pandit said we have online appointment bookings too. Sureya said if you’re interested in having on-line access, please ask reception, they will give you your unique on-line access user details to gain the access to the My Healthcare App.

**Datix Reporting**

Dr Pandit said about yellow card incidents now are Datix Reporting – please tell us your experience in hospitals – such as parking problems, cleanliness at hospital wards (untidy – wet floor etc). We can send your concerns and to help improve the service you had etc.

**Newsletter**

Patient ID 4803 said we should have quarterly newsletters in different languages for patients. Dr Pandit said we used to do this previously. We will look in to it.

Patient ID 4803 said we should take advantage of technological developments such ask GP app – like Twitter/Facebook. Dr Pandit said we will need to explore more on this matter.

Patient ID 2299 said all patients need to take responsibility of their own health and medical problems and not just expect the GP’s to sort out everything particularly with minor ailments.

**Adjournment**

Dr Pandit and Sureya asked if there 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 onto others. The meeting was adjourned at 2.20pm.

NEXT MEETING WILL BE HELD ON