

Highgate Surgery



Patient Participation Group (PPG) Session



Friday 16th August 2024
10:00- 11:00am

• Present:	
Debra Edge	Support Manager - Highgate
Eram Kaid	Darnall Well Being
AR	Patient
• Previous Minutes and Actions	
There were no actions from the previous minutes.	
• Staff leavers/New starters	
Leavers: - Practice Nurse retired & Advanced Nurse Practitioner resigned.	
New Starters: - Practice Nurse starting 28 th August working Weds afternoons and all-day Fridays. Advanced Clinical Practitioner starting mid Sept working all day Monday and Thursday mornings. Receptionist started maternity cover on 29 th April working Monday afternoon, Tuesday & Thursday mornings.	
• Seasonal Influenza	
Flu vaccinations will commence from October. Patients will be able to book an appointment either via reception or online	
• Anima Project	
Had in place for 4 months now and still finding patients ringing up to go through Anima via reception. Patients who don't have access to the internet or don't know how to use it can still contact reception who will put requests through on their behalf. However, this will take reception longer increasing the telephone wait times. We are trying to reduce the 8 o'clock rush for GP appointments and so encourage as many patients as possible to use the new online appointment system.	
Plans for guides to be produced to give out to patients.	
Drop-in sessions are being planned for patients to come in and have training on Anima – dates and times to be confirmed.	
Patient asked if there could be just one app where requests for prescriptions/appointments/health records could be accessed. Unfortunately, this is not something we can do at the moment.	
We are delighted to announce that the total triage project delivered by the PCS Practice team has been named as a finalist in the Digitising Patient Care category at this year's prestigious Health Service Journal (HSJ) Awards.	
The HSJ Awards recognise an outstanding contribution to healthcare, and it is amazing that our anima project – designed to make it easier for patients to get the care they need - has been selected as a finalist from over 1350 entries for this year's awards.	
The winner of the Digitising Patient Care Award will be announced at the official awards ceremony to be held in London on 21st November 2024.	
• DNA (Did Not Attend)	
Did not attend appointment figures for the past 3 months in 2024 -	
May – 208	
June – 199	
July – 201	

Discussed possible reasons why people don't cancel their appointments.

- Book too far in advance and then forget about the appointment.
- Unable to get through to the practice or don't want to wait in the queue.
- Don't realise the importance of cancelling or perhaps not a priority in today's financial and social climate.

Cancelling or changing an appointment

When patients fail to attend a pre-booked appointment it prevents someone else being seen. If patients frequently fail to turn up or give enough cancellation notice (24 hours) they may be asked to register elsewhere.

To cancel your appointment:

- **use your [NHS account](#)** (through the NHS website or [NHS App](#))
- **Cancel using your online Anima account.**
- **phone us** on 0114 5531197, Monday, Tues, Weds, Friday 8-6 & Thursday 8-12
- reply **CANCEL** to your appointment reminder text message.

• **Friends and Family Results**

Following an appointment some patients may receive a text message asking them to provide feedback on the service they received, and a few write comments which are shared with the team. An audit of these is undertaken monthly. Thank you to those who have taken time to complete the feedback and we encourage all our patients to respond if you receive a Friends and Family text message from the practice. The results for July are as follows: -

46 responses – 24 Very Good, 15 Good, 3 Neither good nor poor, 1 Poor, 3 Very Poor

• **Any Other Business**

Previous PPG meetings have been held jointly with Darnall Primary Care Centre and were held at the Darnall practice. Attendance was poor for Highgate and so the decision was made to hold them at Highgate hoping that attendance will improve.

Eram from Darnall Wellbeing explained the services provided by their organisation. Darnall Well Being is a local, not-for-profit, community health organisation, working to help the people of Darnall, Tinsley and neighbouring areas stay healthy.

They hold Diabetes & Pain Management sessions in Tinsley. Please visit their website <https://darnallwellbeing.org.uk> to see all the activities and support they can provide.

There are posters displayed in the practice but we discussed other ways patients could be informed. Leaflets in the clinical rooms for GP's/Nurses to hand out? – ACTION: - DE has given the information about the Diabetes Group to the Practice Nurse to hand out at Diabetic reviews.

Suggestions made by patient that DE will take to senior management: -

- SMS messages although appointment reminders now specify patients name, this should be shown when sending out other invites such as flu etc
- The telephone message is too long
- Can a Jayboard be available in the waiting area?

For more information about Highgate practice and to see 'What you said, We did' please visit our website <https://highgatesurgerytinsley.co.uk/>

Date of next meeting: November 18th 10:30am