

**PCS Practices – Highgate Surgery
Minutes of the Highgate Patient Participation Group Meeting**

held on 28th July 2025

12.30-13.30

Support Managers Office

| Present: | |
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| Michael Lyall | PCS Senior Project Manager |
| A.R. | Patients |
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| | ITEM | Action |
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| 1. | Welcome, Previous Minutes and Actions | |
| | <p>ML started the meeting by thanking A.R. for his regular attendance. ML introduced himself and explained his previous experience and his role in the practice group. I am chairing this meeting as Debra, Highgate Support Manager is unavailable this week. Patient asked if information about Darnall Wellbeing Services (DWB) Activities & Support Group Schedule were available on Highgate's Facebook and website - yes useful numbers & link to their website provided.</p> <p>Why doesn't Anima stay open so that requests can be put online anytime including weekends? Can still be left pending until Anima opens at 8am. The main reason is concerns around patient safety. Worried that some patients would put in a request that needed immediate attention, and it would be sat pending over the weekend until Anima opened at 8am. However, there is a new requirement as per the GP Contract, that from 1st October online access will be provided Monday to Friday 8am-6.30pm for non-urgent requests.</p> <p>Calendar invites were sent to PPG members as suggested by patient. We are trying several ways to improve the attendance at PPG meetings with little success. AR suggested that we try MS Teams meeting or perhaps a hybrid face to face and MS Teams to see if this improves attendance, ML will discuss this option with the Support Manager. AR also suggested joint meetings with other local practices, ML explained that Highgate used to have joint meetings with Darnall Primary Care Centre however patients were reluctant to travel.</p> <p>Patient suggested a different, less lengthy telephone message could be played based on queue position. We spoke about this message; the length of the message does not affect the wait times, and we are careful to add information that will be relevant to most of our patients. Whilst we understand it can be frustrating for regular callers, an option to skip the message would, we think, be taken by patients who we are trying to target with the messages.</p> | |

| 2. | Staff Leavers/New Starters |
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| | <ul style="list-style-type: none"> Secretary has retired – we are recruiting. New Specialist Diabetes Nurse – available all day on Mondays. Recruited via ‘New Ways of Working Pilot.’ <p>ML explained the ‘New Ways of Working Pilot’ and the Audits</p> <p>Highgate which is part of Seven Hills Primary Care Network (PCN), is one of the pilot sites for this NHS improvement initiative. The NHS have provided funding which is allowing the practice to pay for increased staffing to support vulnerable patients. We have created a proactive care team and recruited specialist nurses. We have also increased ANP and GP appointments at DarnallPCC, which Highgate patients have access to (via Anima when deemed appropriate at triage). NHS England are auditing the results to determine if the benefits are cost effective.</p> |
| 3. | Anima Projects |
| | <p>PLI Event in June – All the practices came together to discuss pros and cons of the Anima triage system. Staff and patient feedback was noted at the event with a view to looking at ways of improving the system going forward.</p> <p>Changes have been made to the GP/ANP rotas already. We’ve started trialling new slot types with staggered release times to improve access, and we hope this will begin to ease the pressure and reduce waiting times. We will continue to evaluate.</p> |
| 4. | DNA (Did not Attend) |
| | <p>Did not attend appointment figures for the past 3 months in 2025.</p> <p>April –193 May – 193 June - 214</p> |
| 5. | Friends & Family Results |
| | <p>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 are as follows.</p> <p><u>April – 53 responses</u></p> <p>Very good 33 Good 9 Neither good nor poor 1 Poor 5 Very Poor 5</p> |

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| | <p>Don't know 0</p> <p><u>May – 64 responses</u></p> <p>Very good 46</p> <p>Good 10</p> <p>Neither good nor poor 2</p> <p>Poor 3</p> <p>Very Poor 3</p> <p>Don't know 0</p> <p>Some of the positive comments.</p> <ul style="list-style-type: none"> • Friendly on time listened to you and gave good advice when you asked them something always ask how you are and what you are doing for the day. • Doctor listened to me happy with my GP. • Friendly and helpful staff. • Seen on time. Helpful reception staff. • Because it was very good, prompt attention. • Polite & Professional. • The Doctor listened & knew what advise & medication to give. • We are grateful for the speedy response the same day by the surgery, doctor rang and prescribed medicine, test sample arranged and submitted the next day, thanks. • Promise attention, the Dr was very nice listen to the problems I had and advised very well and booked another appointment for checking progress. • Very good service quality. • Because it's perfect. <p>Some of the negative comments were.</p> <ul style="list-style-type: none"> • Was made to feel like I was wasting their time. • Could not get an emergency appointment with several anima requests. • Don't feel listen to and it hard to access. • Not enough answer and results and waiting for appointments ridiculous. • I waited 4 weeks for appointment, then finally when I had the appointment, I was told I can only discuss one issue. Also, I don't think people over 60 years of age should be made to go on Anima App to make an appointment. Not everyone has a smart phone. Older people struggle to make appointments on Anima, they should be able to make appointments with receptionist at surgery. | |
| 6. | Darnall Wellbeing | |
| | <p>Events in Tinsley/Darnall</p> <p>For more information about Darnall Wellbeing, please visit their website. https://damallwellbeing.org.uk/</p> | |
| 7. | AOB | |
| | ML – GP Survey results – more positives than negatives | |

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| | <ul style="list-style-type: none"> • 13% increase in satisfaction in phone wait times at Clover Group. • 22% increase in satisfaction in getting to see clinician of choice at Clover Group. • Improvement in experience of contacting the practice has gone up pretty much across the practices. <p>AR – Asked if we were able to set up a subscription service whereby patients would receive a notification when items were added to our website or Facebook pages as he feels this may improve patient engagement. ML will take this suggestion to Primary Care Sheffield (PCS) comms team for investigation.</p> <p>For more information about Highgate Practice, please visit our website. https://highgatesurgerytinsley.co.uk/</p> | |
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