

PCS Practices - Highgate

Minutes of the Highgate Patient Participation Group Meeting

held on 28th April 2025

12.30-13.30

Room 8

Present:	
Debra Edge	Support Manager - Highgate
No attendance	Darnall Well Being
AR	Patients

	ITEM	Action
1.	Welcome, Previous Minutes and Actions	
	<p>Apologies from Darnall Well Being – no representative today due to an important meeting with Sheffield City Council</p> <p>Patient asked if information about DWB Activities & Support Group Schedule were available on Highgate's facebook & website.</p> <p>No outstanding actions from previous minutes for DE</p>	DE to check
2.	Staff Leavers/New Starters	
	<ul style="list-style-type: none"> Receptionist returned from maternity leave New physio – available to book on Wednesdays and Thursdays Practice pharmacist allocated to Highgate one day a week. He deals with medication changes, medication reviews and prescription queries. 	
3.	Anima Projects	
	<p>Patient Feedback about Anima:</p> <ul style="list-style-type: none"> Why can't requests be put through at any time online including weekends? Can still be left pending until Anima opens at 8am Send patients a simple survey to find out their opinion on how Anima is working. Just a few questions. Be transparent with patients by keeping them informed about Anima – are most patients putting in requests online or have telephone calls increased due to the reception team having to complete the Anima request on behalf of patients? Do Anima feedback sessions take place and would patients be able to attend? Anima team need to read requests more thoroughly and interact more with patients. Need to be able to access everything from one app including making appointments. <p>DE – Anima is now available via the NHS App. SMS message sent to all patients</p>	

	<p>in December 2024 to let them know.</p> <p>DE - Comments about Anima via the Friends & Family responses have been mixed: -</p> <ul style="list-style-type: none"> • The anima team gave my daughter an appointment at Darnall when she was registered at Highgate. The service provided was poor and the team don't take into consideration the travelling. • I got an appointment straight away after putting in my request • The Anima app is not useful at all, I have been struggling with it. • You still need to wait until 8am to make an appointment or order medication • I always get an appointment when needed and now they have Anima system online it makes getting an appointment so much easier than calling at 8am. 	
4.	DNA (Did not Attend)	
	<p>Did not attend appointment figures for the past two months in 2025: -</p> <p>February – 149</p> <p>March - 189</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.</p> <p>The results are as follows:-</p> <p><u>January – 60 responses</u></p> <p>Very good 33</p> <p>Good 18</p> <p>Neither good nor poor 2</p> <p>Poor 1</p> <p>Very Poor 5</p> <p>Don't know 1</p> <p><u>February – 20 responses</u> (had IT issues with the link)</p> <p>Very good 14</p> <p>Good 2</p> <p>Neither good nor poor 2</p> <p>Poor 1</p> <p>Very Poor 1</p> <p>Don't know 0</p> <p><u>March – 62 responses</u></p> <p>Very good 42</p>	

	<p>Good 9 Neither good nor poor 2 Poor 3 Very Poor 4 Don't know 2</p> <p>Some of the positive comments: -</p> <ul style="list-style-type: none"> • I got a very good service and quick response from GP. The way doctor treat me is really great. • Good staff • Very good service quality • Receptionist are very good • Very good service I am happy with doctor • The nurse provided good service • The nurse was very understanding • Self-check in is very quick felt at ease • Doctor was very professional • Kind considerate lovely • Excellent • The service front desk person was so polite and kind <p>Some of the negative comments were: -</p> <ul style="list-style-type: none"> • Sometimes its hard to get an appointment • 30-minute wait for a booked appointment slot • Could do with management change current management is not fit for purpose • After several attempts and visiting the surgery everything that was meant to be prescribed to me has not been prescribed which means I'll have to contact the surgery yet again. • I am appalled by the service 	
6.	AOB	
	<p>Patient suggested DE should send PPG members a calendar invite to future PPG meetings via their emails. Perhaps this will act as a reminder and more will attend.</p> <p>Patient suggested a different, less lengthy telephone message could be played based on queue position</p> <p>For more information about Highgate Practice, please visit our website. https://highgatesurgerytinsley.co.uk/</p>	
7.	Date of Next Meeting	
	Monday 28 th July 12:30-13:30	