

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

held on 27th October 2025

12.30-13.30

Support Manager's Office

Present:	
Debra Edge	Support Manager
A.R.	Patients

	ITEM	Action
1.	Welcome, Previous Minutes and Actions	
	Suggestions made by AR to receive notifications when items were added to Facebook/website. DE received a response from the PCS comms team; <i>If a patient likes the Highgate Practice Facebook page or any FB page for that matter, they would automatically receive a notification anytime something is posted to the page, so let them know to like it. The website notifications isn't available as of yet.</i>	
2.	Staff Leavers/New Starters	
	Starters - Secretary recruited – available at Highgate on Mondays & Tuesdays. - New female GP recruited via 'New Ways of Working Pilot' (as explained in the last minutes) and is available Mon PM & Wed all day. - New female GP recruited and will be starting at the beginning of November. She will be working all day Wed at Highgate after her induction period. Leavers - Dr Farrell is now on sabbatical. - Support Manager Debra Edge is taking retirement and will be leaving at the end of December 2025. We have a 23.5hrs receptionist vacancy. <i>Post Meeting Note</i> <i>We have now recruited to this post.</i>	
3.	Anima Projects	
	From 1st October, national changes to the GP Practice contract came into effect. The changes are designed to ensure patients can request non-urgent clinical support from 8.00am to 6:30pm Monday-Friday.	

	Please do this by using Anima our online triage system at: https://patients.animahealth.com/green/signIn or by scanning the QR code on the posters displayed on the front door and in the waiting area. If you are unable to use the online system please speak with a receptionist. For urgent issues, other services should be used. For Medical Emergencies - If you have chest pain, severe breathing difficulty or signs of stroke, call 999 immediately. Out Of Hours Contact Details - Please call 111 for urgent medical advice and access to Out of Hours care - NHS 111 is available 24 hours a day, 7 days a week. Patients may also access information via our website https://highgatesurgerytinsley.co.uk/ . Prescriptions can be ordered online or via the NHS App. You can also see your test results and records through the NHS APP. DE asked 'what are the challenges with logging in to the Anima account?' We want some feedback so we can think about changing to the account-less model where patients don't have to log in, they just add name DOB and problem, which will make it easier to submit online . PATIENT FEEDBACK: - • Ensure data security is not breached. The system needs to be secure so that only the patient or patient's representative can access the system. • Would be useful if patients could see all their appointments on the system, not just the ones made through Anima. For example, Physio, Practice Nurse and HCA which are made via reception and Systmone. • It would be useful to see all the forthcoming appointments at the surgery when first logging onto Anima. • There seems to be a lot more options to choose from on Anima. Previously could select 'other' and then write in free text what the problem was.	DE to pass feedback to the Anima Lead
4.	DNA (did not attend)	
	Did not attend appointment figures for the past 3 months in 2025. July – 247 Aug – 188 Sept – 240 Patient suggested these should be put on Facebook and a reminder to cancel appointments if not needed	DE to contact

		PCS comms team
5.	Friends & 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 are as follows. <u>June – 46 responses</u> Very good 32 Good 7 Neither good nor poor 1 Poor 2 Very Poor 4 Don't know 0 <u>July – 65 responses</u> Very good 41 Good 17 Neither good nor poor 2 Poor 0 Very Poor 3 Don't know 2 <u>August – 62 responses</u> Very good 38 Good 17 Neither good nor poor 2 Poor 1 Very Poor 3 Don't know 1 <u>Sept – 60 responses</u> Very good 36 Good 8 Neither good nor poor 4 Poor 1 Very Poor 10 Don't know 1 Some of the positive comments. • Doctor listened. I had so much to ask and was very patience and understanding • I had a relaxed appointment I was not rushed but felt relaxed in the process. Overall, everyone were welcoming.	

	• Quick kind efficient answered all my questions. • Friendly and helpful staff as ever. • Relatively easy submitting request on anima and getting to book an appointment with a dr. • I want to tell about staff. Highgate surgery have very reasonable staff and very professional and good attitude • Quick & thorough Focused and clear communication. • Seen on time with extreme professionalism. Excellent thanks. • Excellent reception staff who are always very helpful. Privacy at reception counter ought to be better though. • Outstanding service provided with utmost professionalism and courtesy. Highly recommended to anyone reading this review. The clinic maintains a welcoming atmosphere, with friendly staff and competent doctors. Some of the negative comments were. • The appointment system is poor have been waiting almost 2 months to see the doctor as it wasnt urgent but still important. The doctor was spot on. Just the system of booking appointments is not very good. • I have to wait more than one month to get appointment. • Simple appointments system ruined, take 11/2 hours to make appointments . Digital service completed for none it educated.	
6.	Darnall Wellbeing	
	For more information about Darnall Wellbeing, please visit their website. https://darnallwellbeing.org.uk/	
7.	AOB	
	Following concerns about confidentiality we now have a TV Screen installed that provides information for patients while sat in the waiting area and a radio playing so that conversations are less likely to be overheard. Flu vaccines available – ask reception for an appointment. Patient suggested we should have one noticeboard in the waiting room that displayed information for patients who can't access the website & Facebook. For example, prescription procedures, cancelling appointments, Friends and Family comments, new female GPs at Highgate and events happening locally. Patient thought that everything was being covered at these meetings and did not wish to add anything else to the agenda	DE to organise if time before leaving – if not will pass to her successor

	For more information about Highgate Practice, please visit our website. https://highgatesurgerytinsley.co.uk/ Next meeting date Monday 26th January 2026 12:30	
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