

PCS Practices - Highgate
Minutes of the Highgate Patient Participation Group Meeting

held on 10th February 2025

10.30-11.30

Room 8

Present:	
Debra Edge	Support Manager - Highgate
NA	Darnall Well Being
No one attended	Patients

	ITEM	Action
1.	Welcome, Previous Minutes and Actions	
	<p>Suggestions made by patients that DE took to PCS Head of Primary Care:</p> <p><i>SMS messages – although appointment reminders now specify patient's name, this should be shown when sending out other invites such as flu.</i></p> <p>Response: Flu invites are sent out as a bulk message. PCS Operations Manager is looking into this to see if it is possible without having to send individual texts.</p> <p><i>The telephone message is too long.</i></p> <p>Response: GPIP is a team from NHSE that work with practices on improvement projects around access.</p> <ul style="list-style-type: none"> • We listened to 9 practices messages • Had a team of 10 listen to the message and outside support to design it • Its 20 sec shorter <p><i>Can a Jayboard be available in the waiting area?</i></p> <p>Response: DE has passed the suggestion to the Head of Service</p> <p><i>Is it possible to cancel an appointment from the appointment reminder? Could the reminder include a message that asked if the appointment was still required or click to cancel.</i></p> <p>Response: PCS Operations Manager will have to liaise with the clinical system providers to see if it is possible.</p>	
2.	Staff Leavers/New Starters	
	No Leavers and no new starters	

3.	Anima Projects
	Patient Feedback about Anima.
4.	DNA (Did not Attend)
	<p>Did not attend appointment figures for the past three months in 2024/25: -</p> <p>November – 170</p> <p>December – 173</p> <p>January – 212</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>November – 63 responses</u></p> <p>Very good 37</p> <p>Good 13</p> <p>Neither good nor poor 1</p> <p>Poor 3</p> <p>Very Poor 8</p> <p>Don't know 1</p> <p><u>December – 68 responses</u></p> <p>Very good 40</p> <p>Good 18</p> <p>Neither good nor poor 1</p> <p>Poor 2</p> <p>Very Poor 7</p> <p>Don't know 0</p> <p><u>January – Not received yet</u></p> <p>Examples of positive comments made: -</p> <p>Very nice polite nurse.</p> <p>The doctor treated me very good</p> <p>Lovely nurse, quick waiting time, polite and friendly</p> <p>Excellent service by all staff working under some very stressful conditions</p> <p>Well done</p> <p>Very good doctor, best physiotherapist</p> <p>Excellent service with very friendly staff</p> <p>The doctor treated me very good</p> <p>The way the GP talks to you and your services are good.</p>

	<p>Took lots of time with me to sort my illness out nothing too much trouble Nurse was very informative and did a full review They listened to what I was saying. They provided appropriate treatment. Helpful numbers and advice. I was treated with consideration and care and appropriate action was taken to investigate my issue. Always had good service by the staff at Highgate very friendly staff when trying to keep all the balls in the air</p> <p>The fewer negative comments tend to be about queuing times on the phone, not being able to get an appointment being booked in at the hubs and not own surgery</p>	
6.	AOB	
	<p>For more information about Highgate Practice, please visit our website. https://highgatesurgerytinsley.co.uk/</p>	
7.	Date of Next Meeting	
	Monday 28 th April 12:30 – 13:30	