

Agenda

PATIENT PARTICIPATION GROUP MEETING

[Date: 02/10/2023 & 06/10/2023 and Time of meeting 11:00 AM]

AT

[Dr Kulshrestha's Surgery]

Attendees:

___ Ms M - Chairperson


___ SU – Vice chairperson






___ Mrs S – Secretary

Non-Attendees:

_____ K _____ Apology

_____ S _____ Apology _____

No.	Agenda Item	Action
1.	Introductions <ul style="list-style-type: none"> Ipsos Mori 2023 GP Patient Survey AOB: Accelerated access to patient Records 	
2.	Apologies K & S	Two
3.	Minutes from previous meeting (December 21) Patients survey 2021 July	Appreciated
4.	Patient Survey [Ipsos Mori July 2023 GP Survey Outcome/results/actions] Results from the 2023 survey  Provide feedback on this website Dr Kulshrestha Family Practice Summerfield Prim Care Ctr, 134 Heath Street, Winson, Birmingham, B18 7AL <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;">Practice Summary (PowerPoint)</div> <div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid black; padding: 5px;">Practice</div> <div style="border: 1px solid black; padding: 5px;">overview</div> </div> <div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid black; padding: 5px;">Patient</div> <div style="border: 1px solid black; padding: 5px;">experience</div> </div>	Appreciated. Pleased and happy with the overall GP Practice. All staff are hard working here and is paying. POD service: very much appreciated. POD call you back on your mobile only and it saves time as well. Appointment: very happy as

	<div> Compare practice  </div> <p>Where patient experience is highest compared with the ICS result</p> <div>  </div> <p>91% of respondents find it easy to get through to this GP practice by phone ICS result: 39% National result: 50%</p> <div>  </div> <p>94% of respondents are satisfied with the general practice appointment times available ICS result: 47% National result: 53%</p> <div>  </div> <p>75% of respondents usually get to see or speak to their preferred GP when they would like to ICS result: 29% National result: 35%</p> <p>Where patient experience is lowest compared with the ICS result</p> <div>  </div> <p><i>This practice has scored higher than their ICS average in every question</i></p>	<p>they get appointment quickly.</p>
5.	<p>Review on Accelerated access to patient Records.</p> <ul style="list-style-type: none"> ➤ A.O.B: Accelerated access to patient Records ➤ Benefits? Getting in army, housing, home office allowing patient access to their information more easier and faster and reduce enquiries from the patient ➤ Compliance? Letting patients know that this is happening and being aware that there is a chance, they will see things before you do. ➤ What is redaction? The main purpose is to ensure patients does not come to any harm ➤ Redaction Criteria? Third party personal data. 	<p>Accelerated access is beneficial both ways and save time and energy. Patients and Practice Team can work together for offering Patients Prospective record access.</p> <p>PPG group told that in this practice Manager is involved everywhere (Reception, patients, GPs and nurse) to</p>

		<p>deliver services required.</p> <p>PPG gave thanks for the information given.</p> <p>Meeting closed.</p>
6.	Next scheduled PPG Meeting TBA	
7.	Meeting at a close	

Please note: Patients, Complaints, Staff or Clinical Matters WILL NOT be discussed at PPG Meetings