

## Agenda

### PATIENT PARTICIPATION GROUP MEETING

**[Date: 25/3/21,26/3/21 and 20/3/21 and Time of Meeting 10.30 AM]**

**AT**

**[Dr Kulshrestha's Surgery]**

**Attendees:**

\_\_\_ Ms MONI \_\_\_\_\_ [Enter name of attendee] - Chairperson

\_\_\_ SU \_\_\_\_\_ [Enter name of attendee] – Vice chairperson

\_\_\_ Mrs SHA \_\_\_\_\_ [Enter name of attendee] – Secretary

\_\_\_ KUN \_\_\_\_\_ [Enter name of attendee]

\_\_\_ SU \_\_\_\_\_ [Enter name of attendee]

**Non-Attendees:**

\_\_\_\_\_ [Enter name of attendee]

No.	Agenda Item	Action
1.	<b>Introductions</b> <ul style="list-style-type: none"> <li>• Ipsos Mori 2020 GP Patient Survey</li> <li>• AOB: Meeting was done one to one as members were not interested in virtual meeting.</li> </ul>	
2.	<b>Apologies</b> None	None
3.	<b>Minutes from previous meeting (21/2/20date of previous meeting)</b> <b>Changes: Surgery opens 8am to 6.30 pm to make appointments and collection of Repeat prescription or any other documents.</b> <b>Surgery consultation time is extended up to 1 pm for morning and afternoon clinic- Monday, Tuesday, Wednesday, Thursday and Friday.</b> <b>Consultation times 8:45 AM – 1PM &amp; Evening Surgery 5PM – 6.30PM No evening surgery on Thursday. Practice is open on Thursday evening up to 6.30PM</b> <b>Surgery Extended hours on Monday and Wednesday in the evening 6:30PM to 7PM.</b> <b>Surgery is closed on weekends and Bank holidays.</b>	Appreciated
4.	<b>Patient Survey [Ipsos Mori July 2020 GO Survey Outcome/results/actions]</b> <b>Result Summary was discussed and shared with the PPG members. Where the patient experience is best and above Local CCG Average and National Average:</b> <ul style="list-style-type: none"> <li>➤ The practice has scored higher than their CCG average in every question.</li> </ul>	Appreciated. Pleased with the overall GP Practice

	<ul style="list-style-type: none"> <li>• <b>Waiting time comment was also discussed and the answer to this jointly is:</b></li> <li>➤ <b>No problem waiting.</b></li> <li>➤ <b>Patients need proper time to explain COVID !9 as well. Telephone and video consultations take more time. Patient's problems have to be sorted out and this is not a problem.</b></li> </ul>	
5.	<ul style="list-style-type: none"> <li>• <b>A.O.B: We have to sadly say that Former Chairperson, who served PPG and one of the very senior patient served as chairperson is no more with us. We all are missing him very much.</b></li> <li>• <b>We have new nurse who joined our team.</b></li> </ul>	
6.	<b>Next scheduled PPG Meeting TBA</b>	
7.	<b>Meeting at a close</b>	

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