

## 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.	<b>Introductions</b> <ul style="list-style-type: none"> <li>• Ipsos Mori 2023 GP Patient Survey</li> <li>• AOB: Accelerated access to patient Records</li> </ul>	
2.	<b>Apologies</b> K & S	Two
3.	<b>Minutes from previous meeting (December 21)</b> <b>Patients survey 2021 July</b>	Appreciated
4.	<b>Patient Survey [Ipsos Mori July 2023 GP Survey Outcome/results/actions]</b> Results from the 2023 survey <a href="#">□ Provide feedback on this website</a> <b>Dr Kulshrestha Family Practice</b> Summerfield Prim Care Ctr, 134 Heath Street, Winson, Birmingham, B18 7AL  <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 5px 0;">Practice Summary (PowerPoint)</div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="border: 1px solid black; padding: 2px 5px;"><a href="#">Practice</a></div> <div style="border: 1px solid black; padding: 2px 5px;"><a href="#">overview</a></div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="border: 1px solid black; padding: 2px 5px;"><a href="#">Patient</a></div> <div style="border: 1px solid black; padding: 2px 5px;"><a href="#">experience</a></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

	<p><a href="#">Compare practice</a> ▶</p> <p>Where patient experience is highest compared with the ICS result</p> <p></p> <p>91% of respondents find it easy to get through to this GP practice by phone ICS result: 39% National result: 50%</p> <p></p> <p>94% of respondents are satisfied with the general practice appointment times available ICS result: 47% National result: 53%</p> <p></p> <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> <p></p> <p><i>This practice has scored higher than their ICS average in every question</i></p>	<p>they get appointment quickly.</p>
<p>5.</p>	<p>Review on Accelerated access to patient Records.</p> <ul style="list-style-type: none"> <li>➤ <b>A.O.B:</b> Accelerated access to patient Records</li> <li>➤ <b>Benefits? Getting in army, housing, home office allowing patient access to their information more easier and faster and reduce enquiries from the patient</b></li> <li>➤ <b>Compliance?</b> Letting patients know that this is happening and being aware that there is a chance, they will see things before you do.</li> <li>➤ <b>What is redaction?</b> The main purpose is to ensure patients does not come to any harm</li> <li>➤ <b>Redaction Criteria?</b> Third party personal data.</li> </ul>	<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>

		deliver services required. PPG gave thanks for the information given.  Meeting closed.
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