

**Agenda**  
**For Staff Meeting Held at Dr**  
**Kulshrestha's Surgery on**  
**23/11/2023**

**Time 9.30 AM**

- . To discuss National Patient Survey and make Action Plan.**
- . AOB**

**Minutes Of  
For Staff Meeting Held at Dr Kulshrestha's Surgery on 23/11/2023  
Time 9.30 AM**

- **To discuss National Patient Survey and make Action Plan.**

**● AOB**

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Attended by:

Dr GP

Dr GP

Mrs S PM

Reception staff , Practice NurseJ

**Patient's National survey was discussed in details. All staff was very much satisfied for the results.**

**ACTION PLAN**

After discussion with PPG and staff for the National Patient Survey Following points were highlighted for Action Plan

We are very much satisfied for the results.

Discussion by Practice Team:

A: The feedback we got from patients via the patient survey showed that the patients are happy and satisfied with the surgery. Patients said that they get appointment to see GP and nurse quickly and that they receive high quality care from clinicians. Patients told that receptionists are helpful and listen the patients. I will do my best to deliver high quality care ACCORDING TO PATIENTS' NEED. Our help is appreciated and I will do my best to deliver high quality of care to satisfy patients to keep them healthy and satisfied. We will try our best to bring improvements as they come.

B: I am happy with patient's Survey results as it does appreciate our work. We will continue to work hard and provide high quality of care to satisfy patients. I tried my best to solve their problems as soon as possible. I will continue to work hard and always follow Surgery policies and procedures.

C: Results from the GP National Survey 2023 are very promising as every effort is made to deliver the right high quality care in timely manner. Patients feel satisfied with care delivered as a holistic care, we try to perform all the care in one session especially if they are elderly, children and Palliative care so that they do not have to come back unnecessarily and where possible problems could be dealt via phone. GP is always available to answer queries instead of patients told to book another appointment with GP. Patients are seen opportunistically as well to keep their care up-to-date. Patients are also signposted and reinforced to attend missed appointments like bowel cancer and breast screening. Working as a team help patient's outcomes. We keep in mind diversity and quality in delivering health care. Housebound patients are visited jointly with Practice Team if required.

We take a relaxed pro-active look at what patient needs are from healthcare to phlebotomy. The receptionists also work in partnership, which is why we can all deliver a gold standard of care.

It is very welcoming to know that our surgery and staff are appreciated; we try to maintain high quality standards all the time.

D: We have to use our skill to deliver high quality of care safely to satisfy patient by using our body language, tongue. Mind, sense and intellect. Right Service First Time.

E: Everyone is doing their best to deliver high quality of care. We are happy that patients are satisfied with the care. Patients appreciate it. We will endeavour to continue to deliver high standard of care. We are trying to work against the inverse care law and deliver care where it is needed.

F: Message from Dr R P KULSHRESTHA that keep on doing everything much better every day to satisfy patients. Do with Happiness, energy, Power, Good faith, knowledge and Best for Patients. Do with Goodness of Good thought without fear. Knowledge is the main body and can be gained by training and discussions. Self-knowledge is self-correction.

**AOB:**

- Another meeting was also arranged on 17/11/23 with:
- Primary Care Locality Manager (West Birmingham and Central Localities) GP Provider Support Unit
- Mr Care Comms Lead and Ms K also attended the meeting to share some best practice in order to help other practices who may have difficulties with current patient satisfaction levels.
- We also received Thanks from:

Regional Medical Director for Primary Care (including Public Health Commissioning) NHS England  
Midlands

Meeting ended

