

Agenda

PATIENT PARTICIPATION GROUP MEETING

[Date: 21st August 2025 and Time of meeting 10:30 AM)

AT

[Dr Kulshrestha's Surgery]

Attendees:

Ms M - Chairperson

Mrs J Newly elected member

Mr W J Newly elected member

Mr KU

Mrs SU

___Mrs S – Secretary

Non-Attendees:

SU_ Apology Vice Chairman

No.	Agenda Item	Action
1.	Introductions - To Discuss Patients Mori 2025 GP Patient Survey - AOB	
2.	Apologies SU	One
3.	Minutes from previous meeting (19/12/2024) - Capacity/Demand Service planning and Quality Improvement discussion Patients survey 2025 July - AOB	Appreciated
4.	Patient Survey [Ipos Mori July 2025 GP Survey Outcome/results/actions] Start here Results from the 2025 survey as discussed DR KULSHRESTHA FAMILY PRACTICE Summerfield Prim Care Ctr, 134 Heath Street, Winson, Birmingham, B18 7AL Practice overview <u>Area comparison</u>	Appreciated Pleased and happy with the overall GP Practice. All staff are hardworking. Appointment: Very happy as patients get appointment quickly. Test results could be given

Compare practice



564 Surveys sent out



119 Surveys sent back



21% Completion rate

Showing responses about

Key questions

Your GP practice services

Your last contact

Your last appointment

Your health

Overall experience

Your GP practice services



89% find it easy to get through to this GP practice by phone

ICS result: 45% | National result: 53%



74% find it easy to contact this GP practice using their website

ICS result: 43% | National result: 51%



73% find it easy to contact this GP practice using the NHS App

ICS result: 44% | National result: 49%



100% find the reception and administrative team at this GP practice helpful

between 11.30 – 12.30. or as suitable
Online patient access for those patient who have access appreciated availability. Patients are happy to manage prescriptions via MSD (Medical Support Department) & can view their records for results on NHS App. Patients are also using the website and admin staff is always willing to promote use of the website. Digital prescriptions on NHS App was appreciated for those who have access to do and can view their medication details. Members praised the team that 100% practice team is dedicated and committed in delivering excellent patient service.

ICS result: 78% | National result: 83%



83% usually get to see or speak to their preferred healthcare professional when they would like to

ICS result: 34% | National result: 40%

Your last contact



91% knew what the next step would be after contacting their GP practice

ICS result: 77% | National result: 83%



98% knew what the next step would be within two days of contacting their GP practice

ICS result: 93% | National result: 93%



98% describe their experience of contacting their GP practice as good

ICS result: 62% | National result: 70%

Your last appointment



92% were offered a choice of time or day when they last tried to make a general practice appointment

ICS result: 51% | National result: 54%



14% were offered a choice of location when they last tried to make a general practice appointment

ICS result: 15% | National result: 14%



95% felt they waited about the right amount of time for their last general practice appointment

ICS result: 64% | National result: 67%



98% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

ICS result: 83% | National result: 87%



98% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

ICS result: 82% | National result: 86%



89% say the healthcare professional they saw or spoke to was good at considering their mental wellbeing during their last general practice appointment

ICS result: 71% | National result: 74%



100% felt the healthcare professional they saw had all the information they needed about them during their last general practice appointment

ICS result: 91% | National result: 92%



99% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

ICS result: 91% | National result: 93%



100% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

ICS result: 90% | National result: 91%



98% felt their needs were met during their last general practice appointment

ICS result: 88% | National result: 90%

Your health



65% say they have had enough support from local services or organisations in the last 12 months to help manage their long-term conditions or illnesses

ICS result: 62% | National result: 69%

Overall experience



96% describe their overall experience of this GP practice as good

ICS result: 70% | National result: 75%

The Survey



5.

PPG Comments:

Ms M - **Chairperson:** Happy and satisfied to be looked after

Mrs J Newly elected member: I am very happy

Mr W J Newly elected member: I am very pleased

Mr KU: Great work by staff

Mrs SU: Praised the team for getting 100%

AOB:

Mrs Kulshrestha reported plug problem to Health Centre Team to be taken care

