

1 - GP PATIENT SURVEY (JULY 2025)

QUESTIONS ASKED TO PATIENTS	DR KULSHRESTHA FAMILY PRACTICE JULY 2025	DR KULSHRESTHA FAMILY PRACTICE 'RESPONSE & ACTIONS'
% of patients who find it easy to get through to this surgery by phone	89%	WE'RE HAPPY WITH THIS RESULT DELIVERING ABOVE ON OUR ICS AND NATIONAL RESULT TARGETS. WE'RE PROMOTING TO ENSURE OUR PATIENTS RING BETWEEN 11.30AM TO 12.30PM FOR THEIR TEST RESULTS AND OTHER ROUTINE MATTERS SO PATIENTS IN NEED OF MEDICAL ASSISTANCE CAN GET THROUGH IN THE MORNINGS. WE'RE ALSO PROMOTING 'ONLINE PATIENT ACCESS' WHERE PATIENTS CAN MAKE APPOINTMENTS AND REQUEST REPEAT PRESCRIPTIONS AND OTHER SERVICES. POSTERS HAVE BEEN PLACED IN THE PRACTICE WAITING AREA TO INFORM AND EDUCATE OUR PATIENTS.
	ICS Result: 45%	
	National Result: 53%	
% of patients who find it easy to contact this GP practice using their website	74%	WE'RE HAPPY WITH THIS RESULT DELIVERING ABOVE ON BOTH OUR ICS AND NATIONAL RESULTS TARGETS. WE HAVE BEEN DILIGENT WITH OUR WEBSITE MATERIAL TO ENSURE INFORMATION DISPLAYED FOR OUR PATIENTS IS HELPFUL AND ACCURATE. WE HAVE MADE IT VERY EASY FOR PATIENTS TO USE OUR SECURE AND CONFIDENTIAL ONLINE FORM TO CONTACT US ON MEDICAL MATTERS, MEDICATIONS, TRAVEL ADVICE ETC. WE STRONGLY ADVISE PATIENTS NOT USE THIS FORM OF CONTACT FOR MEDICAL EMERGENCIES OR CHILD CONCERNS. WE HAVE PLACED A POSTER PROMOTING OUR WEBSITE IN THE WAITING AREA.
	ICS Result: 43%	
	National Result: 51%	
% of patients who find it easy to contact this GP practice using the NHS App	73%	WE'RE HAPPY WITH THIS RESULT DELIVERING ABOVE ON OUR ICS AND NATIONAL RESULT TARGETS. WE HAVE BEEN DILIGENT WITH PROMOTING THE NHS APP TO ALL OUR PATIENTS WHO CAN USE THIS METHOD OF COMMUNICATING WITH THE PRACTICE FOR NON-URGENT HEALTH SYMPTOMS. THEY CAN ALSO COMPLETE THE QUESTIONNAIRE FOR A DOCTOR TO REVIEW AND THE PATIENT WILL BE CONTACTED THEREAFTER. WE WILL RESPOND VIA PHONE, EMAIL OR A MESSAGE IN THE NHS APP. WE HAVE PLACED A POSTER PROMOTING THE NHS APP IN THE WAITING AREA.
	ICS Result: 44%	
	National Result: 49%	
% of patients who find the reception and administrative team at this GP practice helpful	100%	WE'RE VERY HAPPY WITH THIS RESULT ACHIEVING THE MAXIMUM RESULT ON BOTH THE ICS AND NATIONAL RESULT TARGETS. OUR RECEPTION AND ADMIN TEAM ARE VERY PROFESSIONAL WHEN DEALING WITH PATIENTS AND SPEAKING TO THEM ON THE PHONE. THEY EXERCISE CONFIDENTIALITY, DIGNITY AND RESPECT ALL THE TIME. WE HAVE PLACED POSTERS IN THE WAITING AREA TO LET PATIENTS KNOW WHY THE RECEPTIONIST HAVE TO ASK QUESTIONS SO THEY CAN HELP AND DIRECT THE PATIENT WITH THE BEST POSSIBLE CARE. SOMETIMES A PATIENT MAY NOT NEED TO SEE A DOCTOR BUT THE NURSE OR HEALTHCARE ASSISTANT.
	ICS Result: 78%	
	National Result: 83%	
% of patients who usually get to see or speak to their preferred healthcare professional when they would like to	83%	WE'RE VERY HAPPY WITH THIS RESULT DELIVERING ABOVE ON BOTH ICS AND NATIONAL RESULT TARGETS. OUR STAFF WILL ALWAYS TRY TO ENSURE PATIENTS ARE BOOKED WITH THEIR PREFERRED CHOICE OF CLINICIAN. SOMETIMES THIS MAY NOT BE POSSIBLE DUE TO A NUMBER OF REASONS LIKE ANNUAL LEAVE, SICK OR THEIR DIARY IS FULLY BOOKED. WE WILL ALWAYS EXPLAIN THIS TO THE PATIENT AND OFFER ALTERNATIVES LIKE THE DUTY GP OR NURSE THEY MAY HAVE SEEN ON THEIR PREVIOUS VISITS.
	ICS Result: 34%	
	National Result: 40%	
% of patients who knew what the next step would be after contacting their GP practice	91%	WE'RE HAPPY WITH THIS RESULT DELIVERING ABOVE ON OUR ICS AND NATIONAL RESULT TARGETS. WE AIM TO KEEP OUR PATIENTS INFORMED AND EDUCATE THEM ON WHAT TO DO NEXT AFTER CONTACTING THE PRACTICE ESPECIALLY IF TESTS NEED TO BE DONE LIKE BLOOD TESTS. WE WILL CONTINUE TO SEND MESSAGES AS A REMINDER. THE PATIENT WILL NEED TO ENSURE THEY HAVE TAKEN THE APPOINTMENT DATE AND TIME AND SCHEDULED TIME OFF TO ATTEND.
	ICS Result: 77%	
	National Result: 83%	

% of patients who knew what the next step would be within two days of contacting their GP practice	98%	WE'RE HAPPY WITH THIS RESULT DELIVERING ON BOTH OUR ICS AND NATIONAL RESULT TARGETS. WE AIM TO KEEP OUR PATIENTS INFORMED AND EDUCATE THEM ON WHAT TO DO NEXT AFTER CONTACTING THE PRACTICE ESPECIALLY IF TESTS NEED TO BE DONE LIKE BLOOD TESTS. WE WILL CONTINUE TO SEND MESSAGES AS A REMINDER. THE PATIENT WILL NEED TO ENSURE THEY HAVE TAKEN THE APPOINTMENT DATE AND TIME AND SCHEDULED TIME OFF TO ATTEND.
	ICS Result: 93%	
	National Result: 93%	
2 - GP PATIENT SURVEY (JULY 2025)		
QUESTIONS ASKED TO PATIENTS	DR KULSHRESTHA FAMILY PRACTICE JULY 2025	DR KULSHRESTHA FAMILY PRACTICE 'RESPONSE & ACTIONS'
% of patients who describe their experience of contacting their GP practice as good	98%	WE'RE HAPPY WITH THIS RESULT DELIVERING ABOVE ON OUR ICS AND NATIONAL RESULT TARGETS. OUR RECEPTION AND ADMIN TEAM ARE VERY PROFESSIONAL WHEN DEALING WITH PATIENTS AND SPEAKING TO THEM ON THE PHONE. THEY EXERCISE CONFIDENTIALITY, DIGNITY AND RESPECT ALL THE TIME. WE HAVE ALSO FOUND FROM OUR IN-HOUSE SURVEY RESULTS THAT PATIENTS HAVE BEEN HAPPY WHEN THEY CONTACT THE PRACTICE AND THE STAFF TO BE HELPFUL. THE STAFF AIM TO ANSWER THE CALLS AS QUICKLY AS THEY CAN AND NOT KEEP PATIENTS WAITING.
	ICS Result: 62%	
	National Result: 70%	
% of patients who were offered a choice of time or day when they last tried to make a general practice appointment	92%	WE'RE HAPPY WITH THIS RESULT DELIVERING ABOVE ON OUR ICS AND NATIONAL RESULT TARGETS. OUR RECEPTION AND ADMIN TEAM ARE VERY PROFESSIONAL WHEN DEALING WITH PATIENTS AND UNDERSTAND THE NEED TO SEE A DOCTOR OR NURSE WHEN CONVENIENT FOR THEM. OUR STAFF UNDERSTAND PATIENTS MAY HAVE CHILDCARE ISSUES, WORK, DISABILITY OR OTHER COMMITMENTS THAT WOULD NOT BE CONVENIENT FOR THEM. OUR STAFF ALWAYS TRY AND ACCOMMODATE PATIENTS BY OFFERING SEVERALS CHOICES OF DAYS AND TIMES. WE AIM TO CONTINUE TO IMPROVE ON THIS RESULT.
	ICS Result: 51%	
	National Result: 54%	
% of patients who were offered a choice of location when they last tried to make a general practice appointment	14%	WE'RE DISAPPOINTED WITH THIS RESULT JUST MISSING OUR ICS RESULT TARGET BY 1% AND ACHIEVING OUR NATIONAL RESULT TARGET. WE UNDERSTAND THERE IS ROOM FOR IMPROVEMENT. WE ONLY HAVE ONE LOCATION SO OUR PATIENTS HAVE CLEARLY INDICATED THEY WOULD BE HAPPY TO BE RECOMMENDED OTHER SERVICES IN DIFFERENT LOCATIONS SUCH AS WALK-IN-CENTRE, HOSPITAL OR URGENT CARE CENTRE. WE HAVE PLACED A POSTER WITH THESE DETAILS FOR OUR PATIENTS.
	ICS Result: 15%	
	National Result: 14%	
% of patients who felt they waited about the right amount of time for their last general practice appointment	95%	WE'RE HAPPY WITH THIS RESULT DELIVERING ABOVE ON BOTH OUR ICS AND NATIONAL RESULT TARGETS. OUR RECEPTION AND ADMIN TEAM ARE VERY PROFESSIONAL WHEN DEALING WITH PATIENTS AND UNDERSTAND THE NEED TO SEE A DOCTOR OR NURSE WHEN CONVENIENT FOR THEM. OUR STAFF UNDERSTAND PATIENTS MAY HAVE CHILDCARE ISSUES, WORK, DISABILITY OR OTHER COMMITMENTS THAT WOULD NOT BE CONVENIENT FOR THEM. OUR STAFF ALWAYS TRY TO EXPLAIN THAT ON SOME OCASSIONS DOCTORS OR NURSES MAYBE SCHEDULED ON ANNUAL LEAVE OR THEIR APPOINTMENT DIARY FULLY BOOKED. THIS MAY NOT BE GOOD FOR THE PATIENTS BUT WE WILL ALWAYS TRY AND ACCOMMODATE BY OFFERING THE EARLIEST APPOINTMENT AVAILABLE.
	ICS Result: 64%	
	National Result: 67%	
% of patients who say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment	98%	WE'RE HAPPY WITH THIS RESULT DELIVERING ABOVE ON OUR ICS AND NATIONAL RESULT TARGETS. OUR HEALTHCARE TEAM ARE ALWAYS PROFESSIONAL WHO TREAT THEIR PATIENTS WITH RESPECT, DIGNITY AND CONFIDENTIALITY. WE EXERCISE ACTIVE LISTENING IN THE PRACTICE AND THIS IS DISPLAYED IN ALL CONSULTING ROOMS AND ON THE CLINICAL STAFF BOARD. IT IS IMPORTANT FOR OUR HEALTHCARE PROFESSIONALS TO LISTEN FIRST THEN RESPOND. (4 ATTITUDES ARE: 1. LISTENING FOR THE WHOLE MESSAGE, 2. BEING NON-JUDGMENTAL, 3. UNDERSTANDING & SUPPORTIVE AND 4. THE DESIRE TO LISTEN)
	ICS Result: 83%	
	National Result: 87%	
% of patients who say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last	98%	WE'RE HAPPY WITH THIS RESULT DELIVERING ABOVE ON OUR ICS AND NATIONAL RESULT TARGETS. OUR HEALTHCARE TEAM ARE ALWAYS PROFESSIONAL WHO TREAT THEIR PATIENTS WITH THE CARE AND CONCERN THEY DESERVE. WE EXERCISE PERSON-CENTERED CARE IN THE PRACTICE AND THIS IS DISPLAYED IN ALL CONSULTING ROOMS. IT IS IMPORTANT FOR OUR HEALTHCARE PROFESSIONALS TO PUT PATIENTS FIRST /EMPOWERS RECIPIENT OF CARE, PROMOTES RESPECT, IMPROVES QUALITY

the patient being their last general practice appointment	ICS Result: 82%	TO PUT PATIENTS FIRST, (EMPOWERS RECIPIENT OF CARE, PROMOTES RESPECT, IMPROVES QUALITY OF LIFE, SUPPORTS INDEPENDENCE, PROMOTES POSITIVE WELL-BEING AND HONORS CHOICE)
	National Result: 86%	
% of patients who say the healthcare professional they saw or spoke to was good at considering their mental wellbeing during their last general practice appointment	89%	WE'RE HAPPY WITH THIS RESULT DELIVERING ABOVE ON OUR ICS AND NATIONAL RESULT TARGETS. OUR HEALTHCARE TEAM ARE ALWAYS TREAT THEIR PATIENTS WITH THE CONSIDERATION OF POSSIBLE MENTAL HEALTH CONCERNS AND WELL-BEING. NO CONCLUSIONS OR SUGGESTIONS MADE UNTIL LISTENING TO THE WHOLE MESSAGE. ONCE THE PATIENT HAS FINISHED THE DOCTOR WILL MAKE A RECOMMENDATION FOR FURTHER MENTAL HEALTH SUPPORT, MEDICATION, ADDITIONAL CARE PLAN REVIEW IN AGREEMENT WITH THE PATIENT IF NEEDED. ALL OUR CLINICIANS HAVE THE ROGER NEIGHBOUR THE INNER CONSULTATIUN GUIDE TO IMPROVE THEIR SKILLS ON DELIVERING THE BEST CONSULTATIONS.
	ICS Result: 71%	
	National Result: 74%	

3 - GP PATIENT SURVEY (JULY 2025)		
QUESTIONS ASKED TO PATIENTS	DR KULSHRESTHA FAMILY PRACTICE JULY 2025	DR KULSHRESTHA FAMILY PRACTICE 'RESPONSE & ACTIONS'
% of patients who felt the healthcare professional they saw had all the information they needed about them during their last general practice appointment	100%	WE'RE VERY HAPPY WITH THIS RESULT ACHIEVING THE MAXIMUM RESULT ON BOTH THE ICS AND NATIONAL RESULT TARGETS. OUR HEALTHCARE TEAM ARE ALWAYS PREPARED BEFORE THEY ACTUALLY SEE THE PATIENT. THEY READ THROUGH THE CLINICAL NOTES FROM THEIR PREVIOUS VISIT, CHECK TO SEE ANY CHANGE IN MEDICATION, CHECK IF REPEAT PRESCRIPTIONS HAVE BEEN MISSED, CHECK IF A CARE PLAN REVIEW IS NEEDED, CHECK FOR ANY QOF REQUIREMENTS ARE DUE SUCH AS BLOOD PRESSURE, DIABETES, COPD. CHECK FOR ANY TESTS RESULTS ARE DUE? KNOWING THE HISTORY ABOUT THE PATIENT WILL ALWAYS HELP THE HEALTHCARE PROFESSIONAL WITH THEIR CONSULTATION WITH THE PATIENT.
	ICS Result: 91%	
	National Result: 92%	
% of patients who had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment	99%	WE'RE HAPPY WITH THIS RESULT DELIVERING ON BOTH OUR ICS AND NATIONAL RESULT TARGETS. OUR HEALTHCARE TEAM ARE ALWAYS PREPARED BEFORE THEY ACTUALLY SEE THE PATIENT. THEY READ THROUGH THE CLINICAL NOTES FROM THEIR PREVIOUS VISIT, CHECK TO SEE ANY CHANGES IN MEDICATION, CHECK IF REPEAT PRESCRIPTIONS HAVE BEEN MISSED, CHECK IF A CARE PLAN REVIEW IS NEEDED, CHECK FOR ANY QOF REQUIREMENTS ARE DUE SUCH AS BLOOD PRESSURE, DIABETES, COPD. CHECK FOR ANY TESTS RESULTS ARE DUE? KNOWING THE HISTORY ABOUT THE PATIENT WILL ALWAYS GAIN TRUST, HONESTY AND CONFIDENCE FROM THE PATIENT.
	ICS Result: 91%	
	National Result: 93%	
% of patients who were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment	100%	WE'RE VERY HAPPY WITH THIS RESULT ACHIEVING THE MAXIMUM RESULT ON BOTH THE ICS AND NATIONAL RESULT TARGETS. OUR HEALTHCARE TEAM ARE ALWAYS PREPARED BEFORE THEY ACTUALLY SEE THE PATIENT. THEY READ THROUGH THE CLINICAL NOTES FROM THEIR PREVIOUS VISIT, CHECK TO SEE ANY CHANGE IN MEDICATION, CHECK IF REPEAT PRESCRIPTIONS HAVE BEEN MISSED, CHECK IF A CARE PLAN REVIEW IS NEEDED. WE ALLOW THE PATIENT TO MAKE ANY SUGGESTIONS THEY MAY HAVE AND LISTEN AND MAKE NOTE OF THEM. SUGGESTIONS ARE SOMETIMES USEFUL FOR THE HEALTHCARE PROFESSIONAL SO IT IS ALWAYS USEFUL TO LISTEN TO THE PATIENT. THIS WILL ALSO MAKE THE PATIENT FEEL COMFORTABLE AND BE INVOLVED IN THEIR CARE AND TREATMENT.
	ICS Result: 90%	
	National Result: 91%	
% of patients who felt their needs were met during their last general practice appointment	98%	WE'RE HAPPY WITH THIS RESULT DELIVERING ON BOTH OUR ICS AND NATIONAL RESULT TARGETS. OUR CLINICAL TEAM ARE ALWAYS PREPARED BEFORE THEY ACTUALLY SEE THE PATIENT. THEY READ THROUGH THE CLINICAL NOTES FROM THEIR PREVIOUS VISIT. WE ALLOW THE PATIENT TO MAKE ANY SUGGESTIONS THEY MAY HAVE AND LISTEN AND MAKE NOTE OF THEM. SUGGESTIONS ARE SOMETIMES USEFUL FOR THE HEALTHCARE PROFESSIONAL SO IT IS ALWAYS USEFUL TO LISTEN TO THE PATIENT. THIS WILL ALSO MAKE THE PATIENT FEEL COMFORTABLE, INVOLVED IN THEIR CARE AND TREATMENT AND FEEL THEIR NEEDS WERE MET.
	ICS Result: 88%	
	National Result: 90%	
% of patients who describe their overall experience of this GP practice as good	65%	WE'RE HAPPY WITH THIS RESULT DELIVERING ABOVE ON OUR ICS AND NATIONAL RESULT TARGETS. WE ALWAYS AIM TO ENSURE OUR PATIENTS HAVE THE VERY BEST FROM OUR SERVICES, CARE AND TREATMENT WE PROVIDE. WE PROMOTE FEEDBACK SO WE CAN CONTINUE TO LEARN AND IMPROVE OUR SERVICES. WE HAVE DISPLAYED AS MANY POSTERS TO EDUCATE AND KEEP PATIENTS INFORMED ABOUT THEIR HEALTH. WE DON'T WANT OUR PATIENTS TO EXPERIENCE LONG DELAYS, NOT GETTING AN APPOINTMENT, NOT ABLE TO SPEAK TO THE PRACTICE AS WE HAVE IMPROVED ON THESE

% of patients who 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%	AN APPOINTMENT, NOT ABLE TO SPEAK TO THE PRACTICE AS WE HAVE IMPROVED ON THESE SIGNIFICANTLY. WE WILL CONTINUE TO IMPROVE ON THIS RESULT.
	National Result: 69%	
	96%	ALL REMINDERS 2025
	ICS Result: 70%	WE'RE HAPPY WITH THIS RESULT DELIVERING ABOVE ON BOTH OUR ICS AND NATIONAL RESULT TARGETS. WE HAVE DISPLAYED IN THE WAITING AREA WHERE PATIENTS CAN RECEIVE ADDITIONAL SUPPORT WITH THEIR LONG-TERM CONDITIONS. WE HAVE A CLINICAL LEAD FOR LONG-TERM CONDITIONS. WE ALSO HAVE LONG-TERM CONDITIONS PROTOCOL 2025. IT IS OUR LAST RESORT TO REDIRECT PATIENT TO LOCAL SERVICES IF WE CAN HELP AND SUPPORT THEM DIRECTLY IN THE PRACTICE. THERE ARE MANY SERVICES AVAILABLE IN THE AREA FOR PATIENTS WITH LONG-TERM CONDITIONS.
	National Result: 75%	