

**Dr Kulshrestha’s Summerfield Family Practice**

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**Agenda**

**PATIENT PARTICIPATION GROUP MEETING**

**[Date:4th Octiober 2024 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

\_\_Mrs S – Secretary

**Non-Attendees:**

K\_\_\_Apology

S\_\_ Apology

SU\_ Apology Vice Chairman

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| **No.** | **Agenda Item** | **Action** |
| 1. | **Introductions*** To Discuss Patients Mori 2024 GP Patient Survey
* Midland Metropolitan Hospital
* AOB
 |  |
| 2. | **Apologies**K & SSU | Three |
| 3. | * **Minutes from previous meeting (22/12/2023 & 27/12/2023)**
* **Patients survey 2024 July**
* **Midland Metropolitan Hospital**
 | Appreciated |
| 4.  | **Patient Survey [Ipos Mori July 2024 GP Survey Outcome/results/actions]**Results from the 2024 survey[](https://www.gp-patient.co.uk/report?w=1&practicecode=M85686)[Provide feedback on this website](https://www.gp-patient.co.uk/report?w=1&practicecode=M85686)Dr Kulshrestha Family PracticeSummerfield Prim Care Ctr, 134 Heath Street, Winson, Birmingham, B18 7ALPractice Infographic (PowerPoint)[Practiceoverview](https://www.gp-patient.co.uk/PatientExperiences.aspx?practicecode=M85686)[Areacomparison](https://www.gp-patient.co.uk/report?w=1&practicecode=M85686)[Comparepractices ►](https://www.gp-patient.co.uk/compare?practices=M85686)Where patient experience is highest compared with the ICS result[](https://www.gp-patient.co.uk/report?w=1&practicecode=M85686)* + 

88% of respondents usually get to see or speak to their preferred healthcare professional when they would like toICS result: 32%National result: 40%* + 

92% of respondents were offered a choice of time or day when they last tried to make a general practice appointmentICS result: 48%National result: 53%* + 

82% of respondents find it easy to get through to this GP practice by phoneICS result: 40%National result: 50%Where patient experience is lowest compared with the ICS result[](https://www.gp-patient.co.uk/report?w=1&practicecode=M85686)* + 

*This practice has scored higher than their ICS average in every question***Midlands Metropolitan University Hospital and City Health Campus was discussed in detail.****How to access urgent care services** | AppreciatedPleased and happy with the overall GP Practice.All staff are hardworking.Appointment:Very happy as patients get appointment quickly.Test results could be given between 11.30 – 12.30.On line patient access for those patient who have access appreciated availability.Patients are happy to manage prescriptions via POD & view their records for results.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. |
| 5. | Review on Accelerated access to patient Records and FFT.* **A.O.B:** Accelerated access to patient Records
* **Benefits? Getting in army, housing, home office allowing patient access to their information more easier and faster and reduce enquiries from the patient**
* **Compliance?** Letting patients know that this is happening and being aware that there is a chance, they will see things before you do.
* **What is redaction?** The main purpose is to ensure patients does not come to any harm
* **Redaction Criteria?** Third party personal data.
* **FFT discussed again and Patient group told they are not interested to fill FFT on line. They prefer paper form to give their views.**

**Midland Metropolitan Hospita;**New Sandwell Health Campus and Midland Metropolitan University Hospital Delivering better health and care to local area was discussed in detail. Leaflets contains important information about how to access urgent care services was given to PPG members to distribute information to other patients.From 10th November City A & E is relocating to the new Midland Metropolitan University Hospital Smethwick.What it means for you and other local residents:By moving all planned outpatient, diagnostic, urgent care and day treatment services to Sandwell Health Campus, Appointments and treatments are less likely to be cancelled and patients will receive more specialised care.**City Hospital:**Will be redeveloped and new homes will be built on the site by homes EnglandIt will retain these services:* Birmingham and Midland Eye Centre
* Birmingham treatment centre
* Skin centre
* Outpatients services
* Diagnostics
* Day surgery
* Pharmacy hub

**AOB:**J New Member mentioned that everything is ok here but toilets for patients are used by everyone in the community as there is no public toilets around the health centre. There should be some stop at the front door so only patients have access and not the general public.  | Accelerated access is beneficial both ways and save time and energy.Patients and Practice Team can work together for offering Patients Prospective record access.PPG group told that in this practice Manager is involved everywhere (Reception, patients, GPs and nurse) to deliver services required.PPG gave thanks for the information given.Patients Group were pleased to know about the information about Midland Metropolitan HospitalAll PPG members agreed with it as this is not a community place and meant for the patients only.Meeting closed. |
| 6. | **Next scheduled PPG Meeting TBA** |  |
| 7. | **Meeting at a close** |  |

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