

## Agenda

### PATIENT PARTICIPATION GROUP MEETING

**[Date: 08/12/2021 and Time of meeting 10:30 AM]**

**AT**

**[Dr Kulshrestha's Surgery]**

**Attendees:**

\_\_\_ Ms MONI \_\_\_ On Telephone \_\_\_\_\_ [Enter name of attendee] - Chairperson

\_\_\_ SU \_\_\_\_\_ [Enter name of attendee] – Vice chairperson

\_\_\_ Mrs SHA \_\_\_\_\_ [Enter name of attendee] – Secretary

\_\_\_ KUN \_\_\_\_\_ [Enter name of attendee]

\_\_\_ SU \_\_\_\_\_ [Enter name of attendee]

**Non-Attendees:**

\_\_\_\_\_ [Enter name of attendee]

N o.	Agenda Item	Action
1.	<b>Introductions</b> <ul style="list-style-type: none"> <li>• Christmas Eve &amp; New Year Eve.</li> <li>• Other Changes Omicron Virus safety net</li> <li>• AOB: Meeting was done with all members together One member attended on line.</li> </ul>	
2.	<b>Apologies</b> None	None
3.	<b>Minutes from previous meeting (August 21)</b> Patients survey 2021 July every one pleased with survey Christmas Eve & New Year Eve evening surgery closure was appreciated to give rest to staff for 4 hours, <b>but not approved so practice remained open.</b> Evening Daily Mail The Best GP Surgeries in Birmingham Name came in top ten Surgeries. Cutting was shared and PPG was pleased with the information. Cutting is pasted below:	Appreciated. But <b>decided Practice will not close on Christmas Eve &amp; New Year Eve.</b>

<b>New Variant Omicron was discussed</b>	
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## Revealed: The best GP surgeries in Birmingham and how to check where yours ranks

Stephanie Ballou · 6 days ago

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Birmingham's best and worst doctors surgeries can now be revealed with a new, simple

The GP Patient Survey 2021 covers everything from the trust patients have in their doctors and staff and how easy it is to get an appointment.

The Reach Data Unit has crunched the numbers in seven key areas, with every surgery ranked on its performance in each.

**READ MORE:** Birmingham patient arrested at GP surgery after 'pleading to see doctor'

Each GP is surveyed on:

- How easy it is to get an appointment
- Whether opening times are convenient
- Whether people trust the GP
- Whether the GP listens to them
- Whether the GP treats them with care and concern
- Whether receptionists are helpful
- How patients rate their overall experience

Those category rankings were then added up to give an overall ranking.

1. Queslett Medical Centre in Great Barr
2. Woodland Road Surgery in Northfield
3. Kingsbury Road Medical Centre in Erdington
4. Keynell Covert in Kings Norton
5. Selly Park Surgery in Selly Park
6. Garretts Green Lane Surgery in Sheldon
7. Sutton Road Surgery in Erdington
8. Bloomsbury Surgery in Nechells
9. Dr Kulshrestha Family Practice in Winson Green
10. Kingsfield Medical centre in Kings Heath

\*Surgeries that had fewer than 50 responses were excluded on the basis that the sample size was too small to draw any conclusions.

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4.	<p><b>Patient The Best GP surgery Rank was discussed</b></p> <ul style="list-style-type: none"> <li>➤ Each GP was surveyed on</li> <li>➤ How easy it is to get appointment</li> <li>➤ Whether opening times are convenient</li> <li>➤ Whether People trust GPs</li> <li>➤ Whether GPs listen to them</li> <li>➤ Whether GPs treats them with care and concern</li> <li>➤ Whether receptionists are helpful</li> <li>➤ How patients rates their overall experience</li> </ul> <p>This all gave the rating 9<sup>th</sup> position in the rank.</p>	Appreciated. Pleased with the overall GP Practice
5.	<ul style="list-style-type: none"> <li>➤ <b>A.O.B:</b></li> <li>➤ All Group members were in favour of use of face masks in public and surgery for protection from COVID 19 and Omicron.</li> <li>➤ All members were happy with infection control in the surgery.</li> <li>➤ All members were in favour of Triaging the patients and avoid Face to Face appointments to protect patients and staff</li> <li>➤ Christmas Eve and New Year Eve closing was not approved and surgery has to remain open all days on Christmas Eve and New Year Eve. No rest to staff.</li> </ul>	
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