

Agenda

PATIENT PARTICIPATION GROUP MEETING

[Date: 3/8/2021 & 5/8/2021 and Time of meeting 10:30 AM]

AT

[Dr Kulshrestha's Surgery]

Attendees:

___ Ms MONI _____ [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]

No.	Agenda Item	Action
1.	Introductions <ul style="list-style-type: none"> • Ipsos Mori 2021 GP Patient Survey • AOB: Meeting was done one to one as members were not interested in virtual meeting. 	
2.	Apologies None	None
3.	Minutes from previous meeting (March 21) Patients survey 2020 July	Appreciated
4.	Patient Survey [Ipsos Mori July 2021 GP Survey Outcome/results/actions] Result Summary was discussed and shared with the PPG members. Where the patient experience is best and above Local CCG Average. <ul style="list-style-type: none"> ➤ The practice has scored higher than their CCG average in every question. ➤ Where Patient experience is best. ➤ 69% of respondents get to see or speak to their preferred GP when they would like to.: Local CCG average is 38% National average: 45% ➤ 84% respondents find it easy to get through to this GP practice by phone.: Local CCG average: 57% national average :68% ➤ 88% of respondents describe their experience of making an appointment as good.: Local CCG average: 63% National average: 71% ➤ Where patient experience could improve. ➤ This practice has scored higher than their CCG or national average may not be statistically significant as commented by NHS England. 	Appreciated. Pleased with the overall GP Practice

5.	<ul style="list-style-type: none"> ➤ A.O.B: ➤ Opt Out: NHS Digital have issued a Data Provision Notice for Research and Development. To Collect data for research & Development from GP Practice. As a practice we are legally obliged to comply with the latest data provision notice for Research & Planning. There is an opt out available and we wanted to let you know we are doing all we can in the timescales we have to let you know. Should you have any further questions please let me know. ➤ . Opt out form was shared and Privacy Notice – NHS digital (Data Provision notice was shared. Information is on Practice website as well. ➤ All Group members were in favour of use of face masks in public and surgery for protection from COVID 19. 	
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