

Agenda

PATIENT PARTICIPATION GROUP MEETING

[Date:13/08/2019 Time of Meeting 11.00AM]
[PPG meeting to be held at Dr Kulshrestha's Surgery]

Attendees:

____ Mr WV _____ [Enter name of attendee] - Chairperson
 ____ MO _____ [Enter name of attendee] – Vice chairperson
 ____ Mrs Shash _____ [Enter name of attendee] – Secretary
 ____ SU _____ [Enter name of attendee]
 _____ [Enter name of attendee]

Non-Attendees:

____ KUN & Suri _____ [Enter name of attendee]

No.	Agenda Item	Action
1.	Introductions Ipsos Mori 2019 GP Patient Survey AOB	To come to the Practice.
2.	Apologies: Apology received from Kun & Sur	2
3.	Minutes from previous meeting: 24/04/19 Practice rating was discussed. The rating was discussed and every one was pleased with the rating. Merge was appreciated and surgery times extended up to 1PM to create more appointments.	Appreciated
4.	Ipsos Mori August 2019 GP Survey Results summary was discussed and given to the PPG members. Patient's survey every point was discussed in detail. The survey is attached. PPG members did not agree with the waiting times percentage and commented that patients are not waiting 2 weeks for their appointment. Every patient is important and GPs listen to their problems, examine, treat, refer, and takes longer and is the cause of surgery delay. Please take in to consideration that to deliver best quality of services require	Appreciated Pleased with the overall GP Practice is as good and satisfaction rate is higher than the local and

	<p>more time. There should be no restriction on time given to the patient but quality matters.</p> <p>Not enough time given was 2% below from national average and 1% higher than the local one. PPG members said that patients are seen within the proper time scale. We are satisfied with what is there we do not agree with this figure. It is not 2 weeks wait. This question is all Mumbo Jumbo.</p> <p>Professional they saw or spoke to was good at listening to them is 1% below the local average and 3% below the National Average. The patient's Group commented that may be the patients do not understand the question. Interpreters are always booked if their first language is not English.</p> <p>Involved in decisions about their Care and treatment is ok and in line with local average and 1% below national average. The New Changes due to medication restrictions is the cause.</p> <p>Confidence and trust is above the local average and National Average. Healthcare professional recognised or understood any mental health needs is equal to national and above Local average.</p> <p>Felt their needs were met is 4% above the local average and 3% above the national average.</p> <p>Overall experience of this GP Practice as good is 7% above local average and 4% above the National average</p>	<p>National average.</p>
<p>5.</p>	<p>A.O.B:</p> <p>Paracetamol and cough medications are on the counter.</p> <p>Many other medications are on the counter and GPs cannot prescribe them.</p> <p>Chemist has to be consulted first for minor illnesses.</p> <p>Please see the attached minutes in detail.</p>	<p>PPG members told that everyone has to honour the change and understand the change as well.</p>
<p>6.</p>	<p>Next scheduled PPG Meeting Not Decided.</p>	
<p>7.</p>	<p>Meeting at a close</p>	

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

Agenda

Of

PPG Meeting Held

At

Dr Kulshrestha's Surgery

On: 13/08/2019

Time: 11:00am

To Discuss:

- National Patient Survey
 - AOB

Arranged by Mrs Shashi

Attended by:

Su KK

Mo H

WA

Minutes
Of
PPG Meeting Held
At
Dr Kulshrestha's Surgery
On: 13/08/2019
Time: 11:00am

To Discuss:

- National Patient Survey
 - AOB

Arranged by Mrs Shas

Attended by:

Su K
Mo H
WA

Patients were welcomed and patient survey was discussed.

The comparison of survey with other practices was also discussed and document is attached at the end of the meeting.

[GP Patient Survey](#) **GP PATIENT SURVEY**

- [About](#)
- [Contact Us](#)
- [Received a survey?](#)



Results from the 2019 survey

[📄 tooltip](#)

Results were published on July 11 2019. Data was collected from January to March 2019.

[Provide feedback on this website](#)

Dr Kulshrestha Family Practice

Summerfield Prim Care Ctr, 134 Heath Street, Winson, Birmingham, B18 7AL

[Practice overview](#)

[Patient experience](#)

[Compare practice](#) ►

Where patient experience is best

[□ tooltip](#)

These are the three results for this practice that are the highest compared to the CCG average.

[Learn more](#)

- 87% of respondents usually get to see or speak to their preferred GP when they would like to
Local (CCG) average: **42%**National average: **48%**
- 98% of respondents were offered a choice of appointment when they last tried to make a general practice appointment
Local (CCG) average: **57%**National average: **62%**
- 93% of respondents find it easy to get through to this GP practice by phone
Local (CCG) average: **58%**National average: **68%**

Where patient experience could improve

[□ tooltip](#)

These are the results for this practice that are the lowest compared to the CCG average.

[Learn more](#)

- 81% of respondents say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment
Local (CCG) average: **85%**National average: **87%**
- 86% of respondents say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment
Local (CCG) average: **87%**National average: **89%**

Comparisons to the local (CCG) or national average may not be statistically significant.

437

Surveys sent out

93

Surveys sent back

□

21%

Completion rate

Patients Group Comments:

What the practice does Best:

“Access to the surgery is very good and above the National and Local average. Patients find it easy to see or speak to their preferred GP when they would like to. Patients find it easy to see or speak to their preferred GP when they would like to is very important to sort out patient’s problems there and then and we all agree with it. Most of the patients describe their overall experience of their needs are met as good and we all agree with it. Most of the patients had their choice of appointment when they last tried to make a general practice appointment and we all agree with it. These all points and rest of the points except three of them are very good and above the National and Local (CCG) average. Waiting times can be frustrating but the patients are not pushed out. Timings depend on patient’s need and requirement. This is reflected in the survey as well. This is an inner City and full of Asylum seekers who need education. Inner-City patients have wide varieties of cultures and diversity. Patients may not understand referral pathways or policies and may be very demanding. The Patients Group also added that nothing is straight forward and everything is linked to the universal credit. Every patient is important and GPs listen to their problem, examine, treat, refer, and takes longer and which can cause a delay. It was also told that to deliver best quality of Service would require extra time. There should be no restriction of time given to the patient by GP but quality and satisfaction matters. Patients are lucky to see GP so promptly which is reflected in the surgery Family and Friend Test results. GPs are working on Access so that patients can be seen quicker.. Patients need treatment and for treatment patients need to see their doctor to get treatment and patients get it mostly on the same day.”

And added further:

“Patient get appointment, seen by GP and treated or referred on the same day. Because of the quick care not many patients are seriously ill.”

What the practice Could Improve:

“Treating with care and concern is linked to their universal credit and patients are not guided properly at the job center. There is lack of information from community and it goes round the circle. Their first language is not English and is not Doctor’s Fault. Treating with care and concern is related to the asylum seekers and Inner City with lots of culture and lots of diversity.”

“Good at listening was commented by PPG that may be patients do not understand the question. We saw Interpreters are always booked if their first language is not English”

Felt their needs are met is 4% above the local average and 3% above the National average.

Overall experience of this GP Practice is as good is 7% above local average and 4% above the National average.

Response About all questions were discussed with their breakdown and comparison with other three practices were also discussed.

1. Patients who find it easy to get through to this GP Practice by phone is 93% and CCG average is 58% and National average is 68%. PPG agreed and very much pleased with the result.
2. Patients find the receptionists at this GP practice helpful is 98%: Local CCG average is 86% and National average is 89%. None of the patient said not very helpful. PPG do not understand why it is 98%. Receptionists are very helpful.
3. Patients are satisfied with the general practice appointment time available 89% are satisfied. CCG average is 61% and National average is 65%. Patient Group felt very happy about it.
4. Patients usually get to see or speak to their preferred GP when they would like to; 87% and CCG average 42% National average 48% only. PPG told that surgery is well ahead in the percentage as GPs do care and respond to their needs.
5. Patients were offered a choice of appointment when they last tried to make a general practice appointment; 98%: local CCG average 57% ; National average 62% PPG told that too many appointments are dealt on the day and appointments go out of control but the patient has seen the GP and got the treatment.
6. Patients were satisfied with the type of appointment they were offered 93%; CCG average 69%; National average 74%. This is also above the local and national average.
7. 95% took the appointment they were offered; Local CCG average is 92% ; National average is 94% again ahead with both averages.
8. 94% describe their experience of making an appointment as good; Local average is 61%; National average is 67%. . Surgery average is well ahead to the other averages.
9. 57% waited 15 minutes or less after their appointment time to be seen at their last general practice appointment. Local average 66%; National average is 69%. The patients are not pushed out as it depends on the needs of patients told by PPG. PPG also commented that it is unfair because patients has to be treated and referred takes bit longer and cause of surgery delay and that is better quality of service is delivered is not taken into consideration. Quality and patients satisfaction comes first not the quantity. None of the patient is refused and seen on the same day with best quality and satisfaction.
10. 85% say the healthcare professionals; they saw or spoke to was good at giving them enough time during their last general practice appointment; Local CCG average is 84% below this practice average: national average is 87%. PPG commented patients are given proper time here. We are satisfied with what is there. We do not want this figure as it is not 2 weeks wait. This is mumbo jumbo.
11. 86% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment; local CCG average is 87%; National average is 89%. The percentage is nearly the same as other percentages and again related to their personal problems rather than illness. May be the patients do not understand the question. We do not believe it.
12. 81% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment; local CCG average is 85%; and national average is 87%. There is not much difference with other averages. This is

disappointing as the patients are treated with care and concerns. This is related to inner city problem. PPG further commented we disagree with this figures Doctors listen to the lots of patients demands and due to funding we disagree with the figures. Doctors can-not go beyond the government rules for OTC. Patients are pushing the limit.

13. 92% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment; Local CCG average is 92% same as of this practice: National average is 93%. PPG commented we do not believe this. Some of the changes are not agreed by the patients. PPG further added This inner City practice has diverse society and population and does not speak English and may not understand the question. PPG told that patients do not understand and yet they are demanding. This is not balance with previous question. This shows lack of understanding.
14. 96% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment. local CCG average is 94% ; National average is 95%. Most of them has trust and confidence except couple of them and looks a lack of understanding of this point.
15. 86% said they felt the healthcare professional recognized or understood any mental health needs for their appointment; Local CCG average is 84% ; National average is 86% same as this practice. Patient Group was saying “nothing is straightforward is linked to the universal credit due to lack of information.
16. 97% said they felt their needs were met during their last general practice appointment; Local CCG average is 93% ; and National average is 94%. PPG told that this is contradicting again and lack of understanding.
17. 87% describe their overall experience of this GP practice as good; Local CCG % is 80%; National average is 83%. PPG told that this is much better in this practice and we know that already.

At the end Patient Group added:

The comments by patients are on top.

“The job Centre problem can- not be sorted out in GPs surgery. Not GP surgery to be demanded for it. In other words we have no complaint and this inner City has great problem due to multi-cultural society and their personal problems are related to treatment. The GPs are to restrict to treating the patients not sorting out their finances”

The PPG also discussed that for providing Health Service, Appointments, Consultations, Treatment, and referring to the secondary and tertiary services we are very lucky to be treated extremely well by the surgery and all patients are cared in the community by:

District Nurses, Care managers, Respiratory Service, Diabetic Virtual Clinic, Podiatry Service, Health Exchange, Blood taking service (Phlebotomy Service), Health Visitors, Midwives, Physiotherapy, Hearing Aid Service (MediScan), Diabetic nephrology, Dermatology, Community continence service, Umbrella Sexual health clinic, Carer are referred to Birmingham Carer HUB through social non clinical case manager, Patients for anxiety or depression are sign posted to Healthy minds, Extended Access Service late evening, Weekends and at Bank Holidays, Patients pack APP, Interpreter Service, Diabetes Virtual Clinics, CKD Virtual Clinics, Complex wound care by District nursing team, ECG, Minor Surgery in community, MSK Triage at West Heath HUB, Frailty MDT, Audiology by Mediscan, Thrive into work to assist patients in finding work provided by Remploy and Mental Health. MDT meetings.

**Overall experience of
this GP Practice as
good is 7% above
Local average and
4% above the
National average.**