

DR. R. K. VATISH & DR.R.BODAPATI
KIRPAL MEDICAL PRACTICE
SOHO ROAD HEALTH CENTRE
247-251 SOHO ROAD, HANDSWORTH, BIRMINGHAM B21 9RY

MINUTES OF PATIENT REPRESENTATIVE GROUP MEETING

26th November 2014

Attendees :

Apologies:

Patients were greeted by Practice Manager on arrival.

Previous Minutes of Meeting held, were reviewed with no updates required.

1. Introduction of new PRG Members and Staff

SA introduced Dr Sapna Vatish (GP) a new member of staff to the rest of the group. No new PRG members have joined since the last meeting however, the practice has increased its advertisement, practice staff being pro-active in verbally asking patients if they wish to join. All new patients have been informed of our group with details given, if they wish to join in the future.

2. Review of Practice Complaints and Suggestions

SA informed the group that the practice has received 1 complaint, this has been dealt with was discussed in our clinical meeting and has now been resolved, the patient is satisfied with the outcome. No suggestions have been received.

3. PRG Survey Questionnaire

SA informed the group that our PRG Survey Questionnaire is due for approval. There were no changes that the PRG group wanted to change or amend; therefore the questionnaire stays the same as last years. Plan for this year's survey will be 100 surveys' to be completed.

4. National Survey

The group discussed our National Survey results about the practice in January 2014, which has now been published. SA informed the group that 444 surveys were posted to our patients and 77 were completed which equates to 16% of the surveys sent out, however these results were very good and positive as follows :

National Survey – 98% had good treatment, 91% was involved in their care, 98% of GP's was good at listening.

NHS Choices - 81.8% would recommend the Surgery, 92% could get appointments, 77.4% could access surgery via telephone, 81% patient experience making an appointment was very good, 88% overall experience of their GP was very good.

The above results were very positive and the practice will continue to improve for next year.

5. CQC Practice Visit

The group was informed that the Practice had their CQC visit on the 11th August 2014 with all the standards being met. The practice will continue to with the same standards.

6. **A.O.B** – Friends and Family Test (FFT). The group were informed that this is a new questionnaire for patients to complete asking if they would recommend the practice to any of their friends and family members. The questionnaires and box have been placed out on the reception.

Date of Next Meeting: 4th March 2015