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KIRPAL MEDICAL PRACTICE
SOHO ROAD HEALTH CENTRE
247-251 SOHO ROAD, HANDSWORTH, BIRMINGHAM B21 9RY

MINUTES OF PATIENT REPRESENTATIVE GROUP MEETING

4TH March 2015

Attendees

Apologies

Patients were by Welcomed by Practice Staff.

Previous Minutes of Meeting held, were reviewed with all members agreed with no changes required.

1. Introduction of new PRG Members and Staff

No new members present at this meeting.

2. Review of Practice Complaints and Suggestions

A compliment from one of our patient family of the practice was entered onto our NHS Choices Website and SA informed the team that they found the practice was caring and supportive that we had provided to their family and was very happy with the service that they had received.

One Complaint was received into the practice whereby one of our GP's clinic was over running due to a previous emergency, the patient was rude to our GP asking "why why" the clinic as running late, the GP apologised, however the patient still made the complaint. This is currently being addressed.

3. Patient Survey Results and Reviewed Actions Plans - 2014

Last year's actions were reviewed as follows:

Promote patient understanding of NHS 111 - Achieved
Improving access to clinicians - New Female GP – Achieved
PRG further involvement with promotion and recruitment -
Achieved

The practice has conducted the Friends and Family Test (FFT) and the results from December 2014 up to end of February 15 Survey was 58 completed with the following:
Extremely = 38, Likely – 16, Unlikely = 2, Extremely Unlikely = 2 .

Our Practice Local Survey has also been completed. Based on results and last year's action plans, the group have agreed this year's action plans.

4. CQC Practice Visit – Report Analysed

The group was informed that from our CQC visit, we have now received their report and the manager explained the details of the report and that we can now expect visits every 3 years. This has now been updated on the CQC Website for everyone to view.

5. Agreed Action Plans by our PRG for the forthcoming year.

- A. To continue with PRG Involvement for promotion and recruitment
- B. Increase access to surgery, appointments and Triage.
Advertising to patients with regard to waiting times with DNA rates.
- C. To Promote Minor Ailment scheme.

- 6 A.O.B:** Flu vaccination targets for our over 65yrs achieved 76% (CCG targets 75%).
Patients under 65yrs at risk achieved 55% (CCG target 75%)

Date of Next Meeting: June 2015