


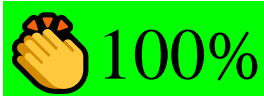






Dr Kulshrestha Family Practice

	<p>GP NATIONAL SURVEY 2024 [July 2024]</p>	
<p>Questions asked to Patients</p>	<p>Dr Kulshrestha's Practice, 134 Heath Street, Winson Green, Birmingham. B18 7AL</p>	<p>Dr Kulshrestha Family Practice 'Response & Action Plan'</p>
<p>% of patients who find it easy to get through to this GP practice by phone</p>	<p> 82% ICS result: 40% National result: 50%</p>	<p>We're happy with this result delivering above both our averages. We are asking our patients to ring between 11.30AM-12.30PM for their test results and other routine matters to get through earlier in the day when it is generally quieter allowing patients with urgent matters to get through earlier in the day. We're also promoting 'Online patient Access' where patient can make appointments, order & manage prescription via POD (Prescription Ordering Services) & view their records for their results</p>

		<p>and other information. We have placed flyers with these messages in our waiting areas and to keep patients informed via our website.</p>
<p>% of patients who find it easy to contact this GP practice using their website</p>	 <p>ICS result: 38% National result: 48%</p>	<p>We are very happy and pleased to see that the use of website by the patient is above the results of ICS and National results. The admin staff and practice team is always promoting the use of website.</p> <p>Contact our team if you have any questions.</p> <p>We will be telling patients more to use website.</p>
<p>% of patients who find it easy to contact this GP practice using the NHS App</p>	 <p>ICS result: 39% National result: 45%</p>	<p>We are very happy and pleased to see that our results for using NHS APP is above both of our average. This is added to website</p> <p>Waiting list information in the NHS App FOR PATIENTS: 26-01-2024 09:00 AM GMT From 30 January 2024, the NHS App is showing patients in England an estimated waiting time for their hospital treatment at the NHS acute trust they've been referred to. patient can access a communications package (FutureNHS account required) and learn more about how the service works. Contact our team if you have any further questions.</p>
		<p>Digital prescriptions in the NHS App 26-01-2024 09:00 AM GMT From 30 January 2024, patients in England can use the NHS App to view all their prescription details, order repeat prescriptions and generate a barcode that can be shown to a pharmacy for collection without a paper prescription from their GP.</p>

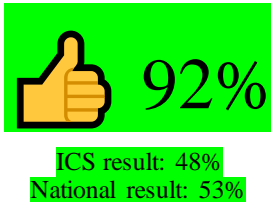
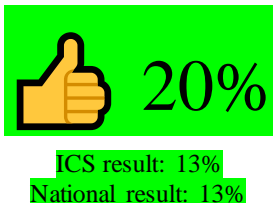
		<p>Patients can use our promotional materials to encourage our patients to use this new NHS App feature, along with the current order a repeat prescription service. Learn more about digital prescriptions in the NHS App. Contact our team if you have any questions. This message is on website and relayed to patients on their visit or on phone consultation as well to improve this result.</p>
<p>% of patients who find the reception and administrative team at this GP practice helpful</p>	 <p>ICS result: 76% National result: 83%</p>	<p>We're very happy with this result delivering 100%. Our team is dedicated and committed in delivering excellent patient service and patient experience. To improve on this result we are adding 'patient feedback' to the staff meeting and practice meeting agenda's so we can address any negative feedback and take corrective action immediately. We have also added slides for our team so they understand how to deal with Conflict, Negativity and Blame within our workplace as this also helps to reduce and/or eliminate any negativity within the team.</p>
<p>% of patients who usually get to see or speak to their preferred healthcare professional when they would like to</p>	 <p>ICS result: 32% National result: 40%</p>	<p>We're very happy with this result delivering above both our averages. We always remind our patients to call back if an appointment is not immediately available with their preferred GP. We always ensure that patients are booked to see the doctor of their preferred choice alternatively the doctor will call them back the same day for a telephone assessment. We aim to continue to collect feedback around this using our new in-house patient survey to ensure we understand our patients and improve on this result.</p>

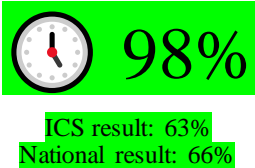
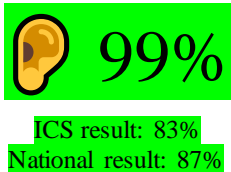
Your last contact




<p>% of patients who knew what the next step would be after contacting their GP practice</p>	 <p>93%</p> <p>ICS result: 76% National result: 83%</p>	<p>We're very happy with this result delivering 93%. Above both our averages. We help patients for their next step by making it sure they are navigated properly for their blood test or image test or to any other organisation. Our Admin staff and team make it sure that patient has appointment and if needed staff will make appointment and guide patients accordingly to other organisation to deliver safe continuation of care.</p>
<p>% of patients who knew what the next step would be within two days of contacting their GP practice</p>	 <p>95%</p> <p>ICS result: 93% National result: 93%</p>	<p>We're very happy with this result delivering 95%. Above both our averages. Our Team ring hospital for their 2ww referral and make it sure that patient is booked. Team also ring patient and ask them if patient received appointment and tell that go to hospital. This is done ASAP.</p>
<p>% of patients who describe their experience of contacting their GP practice as good</p>	 <p>98%</p> <p>ICS result: 58% National result: 67%</p>	<p>We're very happy with this result delivering above both our averages. Our staff are trained to ask patients basic simple questions to find out why they need to see a clinician and this may sometimes offend some patients. To avoid this we have placed two different types of flyers for 'Why receptionist asks questions' at the reception area visible to all our patients. We do not want our patients to feel offended but to understand we care and want to ensure we book them in with the right clinician. Patients don't always need to see a GP when our nurse or HCA can do the</p>



		<p>assessment. We need to explain this more clearly to our patients and if they are still not happy then we can also offer to book a telephone assessment. We need to ensure our patients experience a good service all the time.</p>
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Your last appointment

<p>% of patients who were offered a choice of time or day when they last tried to make a general practice appointment</p>		<p>We're very happy with this result delivering above both our averages. We always ensure our patients find it convenient for them to see their preferred GP. We understand our patients work and have families so our staff ask the question of flexible appointments to ensure all our patients are able to make convenient appointments with their preferred GPs. This includes telephones consultations daily at the end of the morning GP sessions.</p>
<p>% of patients who were offered a choice of location when they last tried to make a general practice appointment</p>		<p>We're very happy with this result delivering above both our averages. We always ensure our patients find it convenient for them to see their preferred location. We understand our patients work and have families so our staff ask the question of flexible location before referring them to different location.</p>


<p>% of patients who felt they waited about the right amount of time for their last general practice appointment</p>	 <p>98%</p> <p>ICS result: 63%</p> <p>National result: 66%</p>	<p>We're Very happy with this result delivering above both our averages. Notices to help patients understand the system of 'One problem per appointment' and usually 15 minutes slots are already displayed in the practice and the receptionists are also reminding patients of the 'one appointment, one problem' system at the time of booking. This allows the GPs to assess each patient in a timely manner offering patient centred care and hence reducing waiting times for the other patients who are waiting to be seen. This also improve our patient satisfaction. We shall continue to educate all our patients about this system and endeavour to improve on this result. Our staff also continue to keep patients informed if any of the clinicians are running behind, offering an apology for any delay. We're very happy with this result, delivering above both our averages. The GPs take on board this feedback. GPs also feel strongly that they provide patient centred consultations all the time. All GPs are refreshing their knowledge of consultation technique using the Roger Neighbour Consultation Model.</p>
<p>% of patients who say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment</p>	 <p>99%</p> <p>ICS result: 83%</p> <p>National result: 87%</p>	<p>We're very happy with this result delivering above both our averages. The GPs also feel strongly that they provide patient centred consultations to all their patients which includes listening and responding to patient's needs. GP's believe tests results, prescribing medication and care plans are explained so the patients understand. There is always room for improvement as the GPs are refreshing their knowledge of consultation technique using the Roger Neighbour Consultation Model.</p>

<p>% of patients who say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment</p>	 <p>ICS result: 82% National result: 85%</p>	<p>We're very happy with this result delivering above both our averages. The GPs feel strongly that they provide patient centred consultations to all their patients which includes listening and responding to patient's needs. GP's believe tests results, prescribing medication and care plans are thoroughly explained so the patients fully understand and asks questions if they need to. There is always room for improvement as the GPs are refreshing their knowledge of consultation technique using the Roger Neighbour Consultation Model.</p>
<p>% of patients who say the healthcare professional they saw or spoke to was good at considering their mental wellbeing during their last general practice appointment</p>	 <p>ICS result: 69% National result: 73%</p>	<p>We're very happy with this result delivering above both our averages. We have created a 'Vulnerable Patients Risk Register' where patients with risks are identified and regularly monitored to ensure they are booked in for their consultations for GPs to assess them and their care plans. These patients also have a pop up to help staff identify they are our patients at risk. We shall also continue to identify patients with mental health problems and other risks and sign post them appropriately. We are currently displaying '10 Practical Ways to take care of your Mental Health' & Depression Aid cards at reception</p>
<p>% of patients who felt the healthcare professional they saw had all the information they needed about them during</p>		<p>We're very happy with this result delivering above both our averages. The GPs feel strongly that they provide patient centred consultations to all their patients which includes listening and responding to patient's needs. GP's believe tests results,</p>

<p>their last general practice appointment</p>	<p>ICS result: 90% National result: 92%</p>	<p>prescribing medication and care plans are thoroughly explained so the patients fully understand and asks questions if they need to. There is always room for improvement as the GPs are refreshing their knowledge of consultation technique using the Roger Neighbour Consultation Model.</p> <p>Also Knowing about the patient history, problems and providing continuation of care.</p>
<p>% of patients who had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment</p>	<p> 100%</p> <p>ICS result: 90% National result: 92%</p>	<p>We're very happy with this result delivering above both our averages. We will continue to maintain this performance and ensure ALL our patients feel their consultations are treated with Confidence & Trust. We have designed an in-house patient survey to capture feedback to help us understand what our patients are feeling and this feedback will then be shared and discussed with the team.</p>
<p>% of patients who were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment</p>	<p> 98%</p> <p>ICS result: 89% National result: 91%</p>	<p>We're very happy with this result delivering above both our averages. GPs will continue to provide patient centred consultations which includes involving patients about decisions about possible treatments the GP would suggests as best possible cause of action for the patient's wellbeing. In some cases consent maybe required thus the need for explanation and understanding. GPs continue to refresh their knowledge of consultation technique using the Roger Neighbour Consultation Model.</p>

<p>% of patients who felt their needs were met during their last general practice appointment</p>	 <p>ICS result: 87% National result: 90%</p>	<p>We're happy with this result delivering on both our targets. Our clinicians have assured us that every patient generally leaves feeling satisfied with their visit and assessment. They also confirm patients do ask questions about their health needs, test results, medication, illnesses etc. and the GPs tend to respond without confusing the patients with 'jargon' and ensures they understand the response they've given. We will continue to promote our FFT, our in-house patient survey and NHS Choices to capture and monitor feedback and share with the team to continue to improve on this result.</p>

Overall experience

<p>% of patients who describe their overall experience of this GP practice as good</p>	 <p>ICS result: 67% National result: 74%</p>	<p>We're very happy with this result delivering above both our averages. We will continue to improve on this result to ensure ALL our patients feel good about their experience when they visit the practice. We aim to continue to improve our patient journey, our services and their experience by driving our Friends and Family Tests and our in-house patient survey to maintain this performance.</p>
		<p>We're very happy with this result delivering above both our averages. Our staff are trained to ask patients basic simple questions to find out why they need to see a clinician and this may sometimes offend some patients. To avoid this we have placed two different types of flyers for 'Why receptionist asks questions' at the reception area visible to all our patients. We do not want our patients to feel offended but to understand we care and want to ensure we book them in with the right clinician. Patients don't</p>

		<p>always need to see a GP when our nurse or HCA can do the assessment. We need to explain this more clearly to our patients and if they are still not happy then we can also offer to book a telephone assessment. We need to ensure our patients experience a good service all the time.</p>
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Your health

<p>% of patients who say they have had enough support from local services or organisations in the last 12 months to help manage their long-term conditions or illnesses</p>	<div data-bbox="775 861 1010 962" data-label="Figure"> </div> <div data-bbox="781 975 1003 1034" data-label="Text"> <p>ICS result: 61% National result: 68%</p> </div>	<p>We're very happy with this result delivering above our averages. The GPs feel strongly that they provide patient centred care to all their patients which includes listening and responding to patient's needs. GP's believe tests results, prescribing medication and care plans are thoroughly explained and referred accordingly to local services or organisations to help manage their condition and illness so the patients fully understand and asks questions if they need to. There is always room for improvement as the GPs are refreshing their knowledge of consultation technique using the</p> <p>Roger Neighbour Consultation Model</p> <p>GPs and whole practice team is attending meetings on line and face to face and doing meetings with local services and organisations to discuss and refresh their knowledge and way to tailor patients care by putting patients in the centre of the high quality care delivery by collaboration with different services and organisation and implementing the manageable high quality of patients care to meet demands and capacity to patients satisfaction according to need and requirement of delivery of high quality patients care.</p>
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