

**Agenda**  
**For Staff Meeting Held at Dr**  
**Kulshrestha's Surgery on**  
**29/10/2024**

**Time 9.30 AM**

- . To discuss National Patient Survey and make Action Plan.**
- . AOB**

**Minutes Of  
For Staff Meeting Held at Dr Kulshrestha's Surgery on 29/10/2024  
Time 9.30 AM**

- **To discuss National Patient Survey and make Action Plan.**

● **AOB**

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Attended by:

Dr R GP

Dr S GP

Mrs S PM

Reception staff M and K, Practice Nurse J

**Patient's National survey was discussed in details. All staff was very much satisfied for the results.**

**ACTION PLAN**

After discussion with PPG and staff for the National Patient Survey Following points were highlighted for Action Plan

We are very much satisfied for the results.

Discussion by Practice Team:

A: Patients National Survey results again are extremely promising. The results show that we are working hard to deliver high quality of patients care tailored according to their needs. We will continue to deliver this high quality of care as needed by our patients. We are satisfied what we are doing well in giving appointments to see GP and nurse quickly. Our help is appreciated and I will do my best to deliver high quality of care to satisfy patients to keep them healthy and satisfied. We will try our best to bring improvements as they come.

B: I am pleased with patient's Survey results as it does appreciate our work second time. We will continue to work hard and provide high quality of care to satisfy patients. I tried my best to solve their problems as soon as possible. I will continue to work hard and always follow Surgery policies and procedures.

C: Results from the GP National Survey 2024 once again show how we perform to a high standard of care, not letting our patients down unless it's beyond our control. This has motivated me personally to feel gratuity and motivation to bring newer ideas and care to the forefront. Utilising new technologies to bring care to patients and beyond, we listen to our patients and promptly try and manage their symptoms swiftly, thereby reducing the burden on other services or we sign post to the appropriate agencies as necessary. I am very confident that we will strive to achieve the same year in year. We listen to our patients concerns, keeping mindful of housebound, learning difficulty, Mental Health etc. We work well as team in a relaxed and positive environment.

D: National Survey Results reflect how well we are doing as a team and how important is continuity of cares is which what patient's value

E: We have to use our skill to deliver high quality of care safely to satisfy patient by using our body language, mind, sense and intellect. We try to deliver Right Service First Time. Everyone is doing their best to deliver high quality of care. Patients appreciate it. We will endeavour to continue to deliver high standard of care. The key is always transparent thinking and heart full of courage to serve. Care starts from heart. The beauty of management is to try solve all problems of patients.

F: Message from Dr R P KULSHRESTHA that keep on doing everything much better every day to satisfy patients. Do with Happiness, energy, Power, Good faith and knowledge. Do with Goodness of Good thought without fear. Knowledge is the main body and can be gained by training and discussions. Self-knowledge is self-correction. Always manage and give help to the people who need it. Provide help who needs the help at the right time and manage with effort and dedication.

**AOB:**

**Our practice is congratulated on its excellent scores in the 2024 GP patient survey, which are amongst the best in the country.**

Please see letter from:

Medical Director for Primary Care & Group Director for Primary Care & Community Services Delivery & Support

# Achievement on General Practice Patient Survey



Dear colleague,

We are writing to congratulate the practice on its excellent scores in the 2024 GP patient survey, which are amongst the best in the country.

We are especially pleased to be able to highlight your achievements at a time when media, political and public attention is so focussed on healthcare, and on primary care in particular.

This result is a testament to the effort and dedication of everyone in the practice.

We would be grateful if you could pass our appreciation and congratulations to everyone in the practice for all the hard work.

Yours sincerely,

<b>Dr C F,</b> <b>MBBS, DRCOG, MRCGP</b> Medical Director for Primary Care	<b>A M</b> Group Director for Primary Care & Community Services Delivery & Support
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Meeting ended