

Our Health Partnership

OHP A healthy future for patients and practices



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NEWSLETTER SPRING 2022

Primary care is the NHS' front door. The level of demand for GP services across the country shows no sign of abating. GP practices have seen a huge increase in demand since the pandemic.

Handsworth Medical Practice is working hard to meet the operational pressures whilst continuing to deal with isolation rules for NHS staff to support our ongoing challenges of meeting the needs from our patients.

WE ARE OPEN

This new system that we, along with many other surgeries in the UK have adopted is to offer a telephone first system. This is playing a massive part in the way currently operate. Clinicians (Doctor, Advanced Nurse Practitioner, Physician Associates etc.) make telephone calls to patients. Patients are sending photographs and having video calls when necessary so that the clinicians can make their decisions based on the needs of the patient. The clinicians are asking patients to come into the surgery when they feel it necessary. We are limiting face-to-face contact where possible to help prevent the spread of the Coronavirus.

By having such a team, it enables us to manage patients' health concerns in a more timely, convenient and effective manner. If we relied only on GP face to face appointments for all health concerns, we would be unable to provide the large scale and breadth of health services that we currently offer. If one of our clinicians feel you need a face-to-face appointment, you will be offered one. We are asking patients to telephone the surgery prior to coming into the Surgery:

Reasons to come into our surgeries:

- An appointment has been arranged for you to be seen by a clinician
- Collecting a prescription
- Dropping of a sample at a clinician's request

If you have to come to the surgery than come to the window to speak to the receptionist.