

Our Health Partnership

OHP A healthy future for patients and practices



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QUALITY CARE WITH COMPASSION

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With thanks to all our Patients and
Patient Group Members
who took the time to contribute by
taking time
to complete the survey

The practice has continued to engage with its PPG group virtual and by introducing a newsletter.

1. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

- GP Patient Survey
- Patient Complaints received by the practice
- Patient's comments from the Suggestion box
- Patient Survey conducted in-house
- Practice Website and survey completed

2. Action plan priority areas and implementation

Please find separately attached the current practice survey undertaken and the results.

The previous year survey's is not comparable.

Item	Implementation
We are changing how you access our service	<p>We along with many other surgeries in Birmingham have adopted to offer a telephone first system. This will continue to play a massive part in the way we will operate for the future. Clinicians (Doctor, Advanced Nurse Practitioner, Physician Associates etc.) will continue to make telephone calls to you. We will continue to ask you to send in photographs. We will continue with having virtual video calls when necessary so that the clinicians can make their decisions based on your needs. Our clinicians will only ask you to come to the surgery when they feel it is necessary to see you face to face.</p> <p>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.</p>

<p>Out of Hours</p>	<p>The survey showed that 54% of patients did know how to contact the out of hours GP service. The practice reviewed this and has identified that language is a major deterrent in communicating access to out of hours service.</p> <p>The practice has reviewed its existing message to patients and it does not include information on what action should be taken when the surgery is closed. Additionally the practice has published a notice in the surgery reinforcing the message.</p> <p>The practice has messaged all patients over the aged 18 who have mobile phones the details of how to access GP services when the surgery is closed.</p> <p>This includes how to access the Urgent Care Centre when the practice is closed (37%).</p>
<p>Not Attending Your appointment</p>	<p>Not keeping your appointment is causing a huge waste of doctor and nurse time. By not keeping your appointment other patients who need to see a clinician have to wait longer. Help us to meet the needs of those who really need to be seen by telling us if you are not able to keep your appointment.</p>

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