

Our Health Partnership

OHP A healthy future for patients and practices



Handsworth Medical Practice
4 Trafalgar Road, Handsworth
Birmingham
B21 9NH
Tel: 0121 551 4220

QUALITY CARE WITH COMPASSION

Partners: Dr Anil Sharma MBBS, FRCS

Dr Kathryn Khanna, BSC, MB, CHB, FRCS

Dr Rabindra Ratnasuriya, MBE

Mrs Jay Sharma

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 now have an established mix of clinicians and they will continue to be a key part of the consultation team (Doctor, Advanced Nurse Practitioner, Physician Associates, Clinical Pharmacist etc.).</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 a GP for all health concerns, we would be unable to provide the large scale and breadth of health services that we currently offer.</p> <p>We are offering more face to face appointments daily.</p>
Not Attending Your appointment	<p>We are continuing to experience high levels of patient's not keeping their appointments and also not informing us in timely manner of their non attendance.</p> <p>Not keeping your appointment is causing 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</p>

	needs of those who really need to be seen by telling us if you are not able to keep your appointment.
Online Services	<p>The practice has a website:</p> <p>Handsworth Medical Practice (handsworthmedicalpracticeteaching.co.uk)</p> <p>https://www.handsworthmedicalpracticeteaching.co.uk/</p> <p>We would like to promote our website as it is currently under utilised. In line with government guidance they are encouraging patients to use online services to alleviate pressures on the NHS.</p> <p>This site offer lots of helpful guidance and online services. Patients can also contact the surgery using the website.</p> <ul style="list-style-type: none"> - You can also inform us of your changes to your circumstances eg address, name etc - Request repeat medication - Online enquire for nurses and doctor - Self help guide etc for coughs, colds, vomiting, diarrhoea, hayfever -

Published 10/3/2023