



*Handsworth Medical Practice
4 Trafalgar Road, Handsworth
Birmingham
B21 9NH*

Tel: 0121 551 4220 Fax: 0121 523 0322

QUALITY CARE WITH COMPASSION

Partners: Dr Anil Sharma MBBS, FRCS
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 and to this Report

The practice has continued to engage with its PPG group.

Master

1. Patient Participation Group (PPG)

Detail the gender mix of practice population and PPG:		Detail of age mix of practice population and PPG:					
%	Male	Female	<16	17-44	45-64	65-74	> 75
Practice	59	41	19	47	24	6	4
PRG	50	50	0	0	33	42	25

Detail the ethnic background of your practice population and PRG:					
%	White	Asian/Asian British	Black/African/Caribbean/Black British	Chinese	Other Mixed ethnic groups
Practice	1.92	76.91	7.53	0.27	13.38
PRG	8	75	17	0	0

The PPG has expressed continued support with trying to encourage more patients to attend the PPG meetings. The practice currently invites patients to join the PPG by using a combination of messages on the right hand side of prescriptions, messages on our Well TV Screens, posters in the waiting areas, new patients joining are asked if they are interested in joining the PPG, and our internet site and with our own in-house surveys.

Members of the PPG have also supported our endeavours and spent time at the surgery campaigning for new members and collecting views from patients.

The practice has continued to promote the PPG for additional members. Although patients were interested they intimated that

Looking after dependents did not permit them the time to attend meetings. However they indicated they were aware of how to bring any issues they wanted to raise with the practice by speaking to the staff when they attend appointments.

2. 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
NHS Choices comments left
Practice Website and survey completed

3. Action plan priority areas and implementation

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

Following the survey last year the practice undertook the following:

The practice has discussed the outcome of the action plan with the PPG. The PPG concur that the practice continues with the following actions as they will assist the practice and patients in improving access and freeing up of reception staff.

Priority	Implementation
Patient Online	<p>In line with NHS Digital and government initiatives so free reception staff time in booking appointments we are encouraging patients to use the patient online to book appointments and request repeat medications. We have been encouraging patients to book appointments / request medication online using their smart phones or computer.</p> <p>This is will allow patients to order medication on their repeats on line as well as make appointments on-line. Our numbers have continued to remain small in comparison to the NHS targets.</p>
Patient Self check in screen	<p>The practice has promoted the self-check in screen and is actively encouraging patients to use this to check in. Patients attending appointments are still continuing to check in via the receptionist.</p> <p>There are signs in the practice for patients to self check in but are not being observed. The receptionist are encouraging patients to use the self check in screen.</p>
DNA	<p>Iplato SMS system is encouraging patients to cancel appointments. The practice is finding that patients are calling they are not attending but at the very last minute which does not give the practice time to give it to someone else. Currently the practice rings daily to remind patients for the nurse appointments. This has helped to improve DNA's for the nurse.</p> <p>This is causing huge wastage in doctor and nurse time. We are encouraging patients to cancel their appointments well in advance in order that we can utilise this for a needy patient. Patients not cancelling their appointments in time will not be booked for at least 14 days.</p>

Practice Name: Handsworth Medical Practice

Practice Code: M85082

Signed on behalf of practice: J Sharma

Date: 27/2/2020

Print Name: JAY SHARMA

Signed on behalf of PPG: J.S.

Date: 27/2/2020

Print Name: M. S. MALHI

Signed on behalf of PPG: Dilbash Singh

Date: 27/2/2020

Print Name: DILBAGH SINGH

Signed on behalf of PPG: AMRIK KALUR

Date: 27/2/2020

Print Name: AMRIK KALUR

Signed on behalf of PPG: DARSHAN KALUR

Date: 27/2/2020

Print Name: DARSHAN KAUR

Signed on behalf of PPG: HARBHARAN SINGH

Date: 27/2/2020

Print Name: HAR BHAJAN SINGH

Signed on behalf of PPG: _____

Date: _____

Print Name: _____

Signed on behalf of PPG: _____

Date: _____

Print Name: _____

Signed on behalf of PPG: _____

Date: _____

Print Name: _____