

Master



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 this Report

The practice has continued to engage with its PPG group.

1. Patient Participation Group (PPG)

<p>Detail the gender mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">59</td> <td style="text-align: center;">41</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">43</td> <td style="text-align: center;">57</td> </tr> </tbody> </table>	%	Male	Female	Practice	59	41	PRG	43	57	<p>Detail of age mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 15%;">%</th> <th style="width: 10%;"><16</th> <th style="width: 10%;">17-44</th> <th style="width: 15%;">45-64</th> <th style="width: 15%;">65-74</th> <th style="width: 15%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">19</td> <td style="text-align: center;">47</td> <td style="text-align: center;">24</td> <td style="text-align: center;">6</td> <td style="text-align: center;">4</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">0</td> <td style="text-align: center;">7</td> <td style="text-align: center;">31</td> <td style="text-align: center;">31</td> <td style="text-align: center;">31</td> </tr> </tbody> </table>	%	<16	17-44	45-64	65-74	> 75	Practice	19	47	24	6	4	PRG	0	7	31	31	31
%	Male	Female																										
Practice	59	41																										
PRG	43	57																										
%	<16	17-44	45-64	65-74	> 75																							
Practice	19	47	24	6	4																							
PRG	0	7	31	31	31																							
<p>Detail the ethnic background of your practice population and PRG:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 15%;">%</th> <th style="width: 15%;">White</th> <th style="width: 15%;">Asian/Asian British</th> <th style="width: 15%;">Black/African/Caribbean/Black British</th> <th style="width: 15%;">Chinese</th> <th style="width: 15%;">Other Mixed ethnic groups</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">3</td> <td style="text-align: center;">86</td> <td style="text-align: center;">8</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">7</td> <td style="text-align: center;">72</td> <td style="text-align: center;">21</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> </tr> </tbody> </table>		%	White	Asian/Asian British	Black/African/Caribbean/Black British	Chinese	Other Mixed ethnic groups	Practice	3	86	8	1	2	PRG	7	72	21	0	0									
%	White	Asian/Asian British	Black/African/Caribbean/Black British	Chinese	Other Mixed ethnic groups																							
Practice	3	86	8	1	2																							
PRG	7	72	21	0	0																							
<p>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.</p> <p>Members of the PPG have also supported our endeavours and spent time at the surgery campaigning for new members and collecting views from patients.</p> <p>The Practice is keen to encourage patients with learning disabilities to join our group, or someone to represent them such as their carers. We currently have one representative carer to the PPG. 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.</p>																												

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.


The practice has decided to continue with the same priorities as last year as some improvements have been made. However these need to remain particular with DNA's.

Priority	Implementation
Patient Online	<p>This is an NHS initiative. We have been encouraging patients to book appointments / request medication online using their smart phones or computer.</p> <p>This will allow patients to order medications on their repeats online as well as make appointments online. Currently we have 15% of practice population signed up to this.</p>
Patient Self check in screen	<p>The self check in screen has not been taken up as anticipated. Patients attending appointments are still continuing to check in via the receptionist. The practice has not benefited from this as patients continue to come to the reception counter to check in as they forgot their date of birth. The practice is going to encourage patients to self-check in.</p>
DNA	<p>Iplato SMS system is encouraging patients to cancel appointments. The practice is finding that patients are telephoning at the very last minute which does not give the practice time to give it to</p>

someone else and thus an appointment is wasted.

This is causing huge wastage in doctor and nurse time. We are encouraging patients to cancel their appointments at last 24 hours in advance in order that we can utilise this for a needy patient. As a consequence patients not cancelling their appointments in time will not be booked for at least 14 days.

Practice Name: Handsworth Medical Practice Practice Code: M85082

Signed on behalf of practice: 

Date: 14/2/19

Print Name: JAY SHARMA

AMRIK KAUR

Signed on behalf of PPG: : _____

Date: 14/2/19

Print Name: AMRIK KAUR

Signed on behalf of PPG: : 

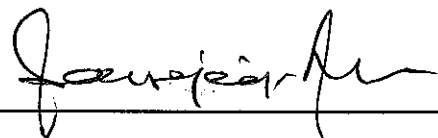
Date: 14/2/19

Print Name: SUBHASH LATA,

Signed on behalf of PPG: : _____

Date: 14/2/19

Print Name: JARSHAN KAUR

Signed on behalf of PPG: 

Date: 14/2/19

Print Name: SARVE JERT SINGH

Signed on behalf of PPG: 

Date: 14/2/19

Print Name: Major Singh Malhi

Signed on behalf of PPG: 

Date: 14/2/19

Print Name: DIANE CHARLES

Signed on behalf of PPG: _____

Date: _____

Print Name: _____

Signed on behalf of PPG: _____

Date: _____

Print Name: _____

Signed on behalf of PPG: _____

Date: _____

Print Name: _____