

Our Health Partnership

OHP A healthy future for patients and practices



Handsworth Medical Practice
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QUALITY CARE WITH COMPASSION

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

1. Patient Participation Group (PPG) / Virtual Patient Group (VPG)

The practice has continued to engage with its PPG group as well introduce a Virtual Patient Group. This was developed due to the pandemic which has introduced new ways of working and engaging with patients.

The practice has engaged with existing PPG members via Whatsapp and developed a VPG. The practice continued to encourage recruitment of patients for the VPG. Patients who consented were sent a link for completion of the survey via SurveyMonkey. For further information on the VPG please go to the practice website:

Detail the gender mix of practice population and VPG:

Please note that the Practice data as previous year.

%	Male	Female
Practice	59	41
VPG	63	37

Detail of age mix of practice population and PPG:

%	<16	17-44	45-64	65-74	> 75
Practice	19	47	24	6	4
VPG	0	50	42	8	0

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
VPG	1	92	5	0	1

2. Review of patient feedback

The practice developed a patient survey via SurveyMonkey. This survey was conducted anonymously. The results are appended separately.

3. Action plan priority areas and implementation

Please find separately attached the results from the survey conducted on SurveyMonkey.

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.

Effects of Global Pandemic

There have been major changes in the ways that care has been delivered which has been driven by the global pandemic.

The use of technology has been embraced by the Surgery in response to the need to maintain good care delivery and communications with our patients during this time. Care delivery has been dependant on telephone and video consultation, as well as the use of secure means to enable patients to send us pictures when this is required. Face to face appointments are necessary in some circumstances and these have conducted using all necessary PPE and Infection Protection measures.

Adapting to new ways of working

Moving forward the Practice would like to continue with promoting the use of telephone in the first instance with options for video consultation / pictures / face to face where appropriate. NHS England is encouraging all Practices to utilise digital services where possible.

Promoting patient selfcare

The Sandwell and West Birmingham CCG is encouraging practice to promote information on their websites relating to self care. The Practice Website is currently displaying information for patients to encourage patients taking an active role in the management of their health and particularly common minor ailments, such coughs, colds diarrhoea, constipation, sore throats, athletes foot to name a few.

Introduction of Footfall

The PHP PCN along with its members practice are introducing 'Footfall'. Delivering a radical digital first transformation in the way patients access services from their GP practice. This software will allow patients to access this site 24/7. It will include information on selfcare, signposting to services and facilitate on line communications between clinicians and with patients. This will enable practice to worker smarter utilising new ways of working in recognition that patients are busy with day to day life and may not be available at surgery opening times.

This will enable the patient to communicate virtually with the Practice. It will allow access, self-care advice as well as self-referral to services such as counselling, weight loss social prescribing.

The patients will also have access to administration tools which will negate the need for patients to call or visit the surgery to amend contact details , addresses etc.

Jay Sharma
04/03/2021