



Handsworth Medical Practice
4 Trafalgar Road, Handsworth
Birmingham
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NEWSLETTER WINTER 2022/23

WE ARE OPEN

Our surgery continues to support the ongoing care and services.

Handsworth Medical Practice is working hard to meet the operational pressures to support our ongoing challenges of meeting the needs from our patients.

We continue to implement new technology, and this greatly improves our services and benefits the patient by ensuring easy access to the health and support they feel they need.

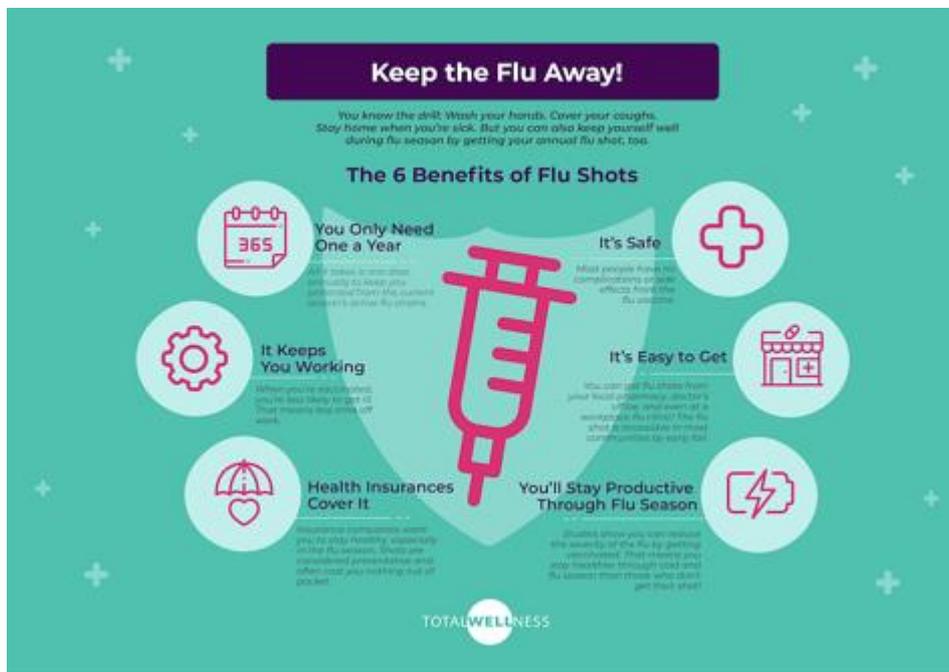
This new system that we, along with many other surgeries in the UK have adopted is to offer a telephone first system. Clinicians (Doctor, Advanced Nurse Practitioner, Physician Associates, Clinical Pharmacist etc.) continue to make telephone calls to patients. Patients are sending photographs and having video calls when necessary so that the clinicians can make their decisions based on the needs of the patient. The clinicians are asking patients to come into the surgery when they feel it necessary. We are now offering more face to face appointments in our winter programme. The addition to the clinical team as opened up better choice of appointments and our ability to meet the ever changing health needs of our patients.

THANK YOU FOR YOUR UNDERSTANDING AND SUPPORT DURING THIS DIFFICULT TIME

We continue to encourage patients to telephone the surgery prior to coming into the Surgery. Reasons to come into our surgeries:

- An appointment has been arranged for you to be seen by a clinician
- Collecting a prescription
- Dropping off a sample at a clinician's request
- When you are unable to access us on the phone
- Queries which you feel cannot be dealt with on the phone e.g. registering new patients.

If you need to come to the surgery, come and speak to the receptionist.



The increase in flu like conditions due to Strep A is impacting on the activity of the practice.

Patients are now presenting with a more complex health need and in some cases the practice is able to offer appointments at our hub with is located in the Summerfield WIC site. Our patients attending at hub at the WIC site can be seen same day.

ONLINE CONSULTATION

The practice has the facility to offer our patients medical consultation services via web. This helps to offer a more rapid and patient friendly service and can avoid an unnecessary visit to the surgery. All our clinical staff can consult and discuss general medical issues with the patient in his/her home.

The on line consultation services can be used for many health queries, request a sick note, change your mobile details, your name, address and attach photos of medial concerns, request repeat prescriptions.

To support this new service, we need to have your up to date contact details such as your mobile telephone number, and any changes to your contact details.

The Website links are:

[Handsworth Medical Practice \(handsworthmedicalpracticeteaching.co.uk\)](http://handsworthmedicalpracticeteaching.co.uk)

<https://www.handsworthmedicalpracticeteaching.co.uk/>