



Handsworth Medical Practice  
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***QUALITY CARE WITH COMPASSION***

Partners: Dr Anil Sharma MBBS, FRCS, MRCGP, GPwSI ENT  
Mrs Jay Sharma FCMA, MAAT

We wish to thank to all our Patients  
and Patient Group Members who  
took the time to contribute by  
completing the survey and this  
Report.

# **HANDSWORTH MEDICAL PRACTICE**

## **PATIENT REPRESENTATIVE GROUP REPORT –**

**MARCH 2012-13**

### **PATIENT REPRESENTATIVE GROUP**

#### **WHAT IS THE PATIENT REPRESENTATIVE GROUP (PPG)?**

A Patient Representative Group is a group of patients, usually operating within the GP surgery, who take an active interest in their health care and being involved in developments in the delivery of their healthcare. Their priorities are developed and agreed locally in order to meet local needs and to reflect energies and interests of the participants. The practice works with the group to ensure the patient voice is heard and develops a positive and on-going dialogue about the running of GP based services locally.

As in previous year the PPG have 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 (since February 2013), posters in the waiting areas, new patients joining are asked if they are interested in joining the PPG, our internet site and with our own in-house surveys.

They continually recruit to encourage a size which is representative of the Practice population. 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 website continues with advertising of the PPG group trying to encourage contributions from the readers. We promoted the PPG to our patients via posters in the waiting room, via word of mouth by the patient group members and practice staff.

Last year the Practice was keen to encourage patients with learning disabilities to join our group, or someone to represent them such as their carer. We did achieve in attracting one representative carer to the PPG.

## PPG AND PRACTICE PROFILE

The number of members tends to fluctuate however we have a strong group. We plan to continue to promote participation in this group during patient consultations.

<b>Demonstrating how a Patient Reference Group is Representative</b>		
<b>Practice Population Profile</b>	<b>PPG Profile</b>	<b>Difference</b>
<b>Age</b>		
% Under 16    17%	% Under 16    0%	-17%
% 17-24        14%	% 17-24        0%	-14%
% 25-44        39%	% 25-44        13%	-26%
% 45-64        22%	% 45-64        40%	+18%
% 65-74        4%	% 65-74        27%	+23%
% 75- and Over 3%	% 75- and Over 20%	+17%
<b>Ethnicity</b>		
<b>White</b>	<b>White</b>	
% British Group    2%	% British Group    13%	+11%
<b>Asian or Asian British</b>	<b>Asian or Asian British</b>	
% Indian            72%	% Indian            60%	-12%
% Pakistani        5%	% Pakistani        0%	-5%
% Bangladeshi    4%	% Bangladeshi    0%	-4%
<b>Black or Black British</b>	<b>Black or Black British</b>	
% African / Caribbean } 5%	% African/Caribbean } 27%	+22%
<b>Chinese or other ethnic group</b>	<b>Chinese or other ethnic group</b>	
& any other        5%	& any other        0%	-5%
<b>Not Stated %    7%</b>	<b>Not Stated %</b>	-7%
<b>Gender</b>		
% Male            59%	% Male            33%	-26%
% Female          41%	% Female          67%	+26%

It is to be noted that the practice population has changed. The main change is that Asian ethnicity has increased by 11% whereas Black Caribbean / African decreased by 6% to representing 5% of the practice population.

### **STEPS TO ENSURE GROUP WAS REPRESENTATIVE/REASONS FOR DIFFERENCE IN GROUP AND PRACTICE PROFILE**

The practice has had a flourishing patient participation group since 2009. It has been meeting on a quarterly basis at the surgery premises. However it has continued a recruitment drive to make the group more representative of age, sex and ethnicity of the practice population. The PRG has extended the way it promotes itself in the following ways:

- Put up Posters in Practice
- PPG advertise on the newly formed practice web site
- Doctor Sharma spoke personally to patients attending consultations
- All letters sent to patients for health checks / annual reviews have a footnote promoting the PRG and asking patients to contact the receptionist if they would like to attend
- The right side of the prescription used to promote the PRG
- Well TV Screen promoting the PRG
- New patients joining the practice would be asked when attending for health checks if they would like to join the PRG.

There is a difference between the practice profile and patient representation. The practice and PRG have continued their efforts to recruit in the under-represented areas. The PRG suggested and practice staff took a survey from mothers attending for child immunisation clinics. This was carried out during the months of July to September. Many mothers did not want to be included in the survey. A few mothers expressed an interest but were hesitant about the commitment.

The PPG was disappointed that only a handful of mothers showed any interest and asked the practice to contact them to attend the PRG meetings. It is to be noted that they were asked but could not attend. They were also asked if wanted to raise any points for discussion in the meeting, but had not commented.

This has resulted in six new members showing an interest of which four have attended the PPG and are showing continued interest in attending.

The members of the PPG expressed that those attending the meeting were regular users of the surgery and that younger groups who predominantly were less likely to be attending would not be interested in joining the group.

The PPG discussed composition and felt that many practices would be in a position similar to ours that the PPG will be attended by those who may not have as much family commitment and work commitment.

## PPG FREQUENCY

The patient representative group has been meeting on a regular basis quarterly. The dates of the meetings held are:

21 June 2012
19 July 2012
1 November 2012
14 March 2013

## PPG MEMBERSHIP

PPG Members:

Mr. Major Malhi

Mrs Barbara Bates

Mr Shavinder Singh

Mrs Pearl Swaby

Mrs Asha Ohri

Mr Selwyn Clark

Mrs Delores Clark,

Mrs Nela Patel,

Mrs Florence Arnett

Mrs Darshan Kaur

Mr Sukhwinder Singh

Mrs Naresh Lal

Mr Ram Lal

Mrs Rajnish Kanwal

And Mrs Diana Charles external member, Chair of PPG at Laurie Pike Health Centre and Patient Representative for the Healthworks LCG

## **PATIENT SURVEY**

### **AREAS OF PRIORITY & HOW THEY WERE DECIDED**

The PPG met with the practice on 19 July 2012 to discuss the 2012/13 Patient Survey. At that meeting the practice provided them last year's survey and GPAQ survey results.

The process undertaken involved discussion with the PPG and their opinions being sought. The members of the group steered the survey and then developed the action plan. The PPG assisted in the distribution and collecting of surveys to the patients in the waiting-room.

In discussion with the PPG, it was agreed that the format of the patient survey for 2012/13 would be changed from that used in 2011/12. The PPG believed that the previous year's survey was too long covering four A4 sides and decided that they would go through each question and shorten this year's survey to two A4 sides. They also felt that the questions should be more 'yes and no' type based on the areas they chose to prioritise. This was so that it would encourage more patients to complete the survey rather than refuse due to the length number of pages.

This year the PPG chose to run the patients survey over a much longer period.

The survey as agreed by the PPG was distributed to patients attending the surgery and their responses collected. The PPG targeted the following areas:

- Ease of Making appointments
- Receptionist manner
- Telephone handling
- Late nigh opening / Saturday morning
- Surgery cleanliness
- Car Parking Facilities
- Continue with advertising the PPG by placing notices in prominent areas.
- Privacy at reception
- Satisfaction with the care received from the practice

### **SURVEY PROCESS**

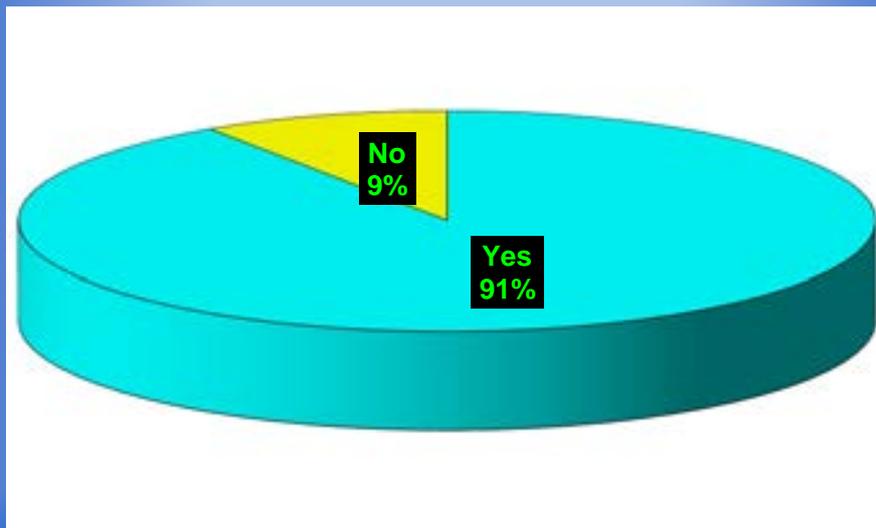
It was decided that the survey would be conducted on the surgery premises. The PPG members attended and assisted with distribution and completion of the surveys. Hard copies were available at reception.

# RESULTS

## Handsworth Medical Patient Survey 2012/13

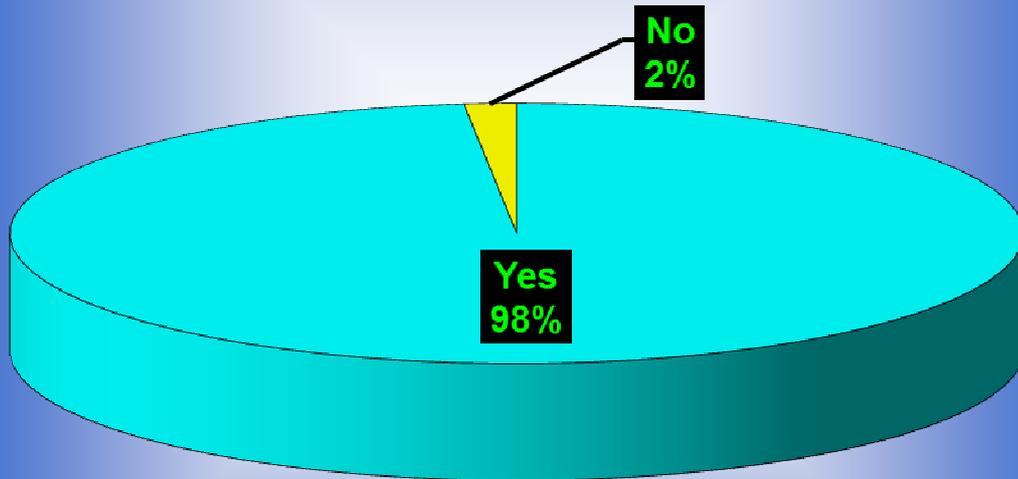
We Asked:

**Q1. Did you find it easy to make an appointment at the surgery?**



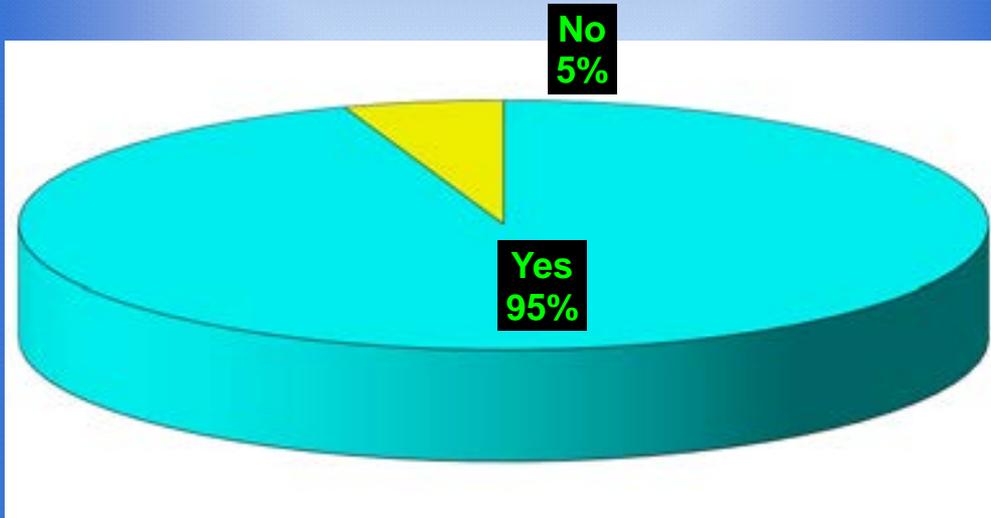
Option	Total
Yes	272
No	28

**Q2. Were you greeted politely by the reception staff?**



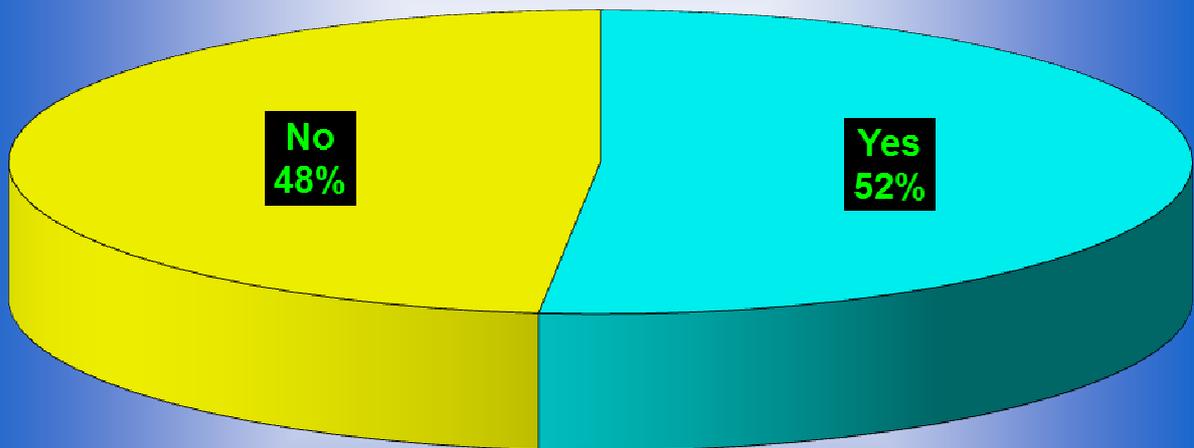
Option	Total
Yes	295
No	5

**Q3. When calling do you feel the receptionist dealt with your call adequately?**



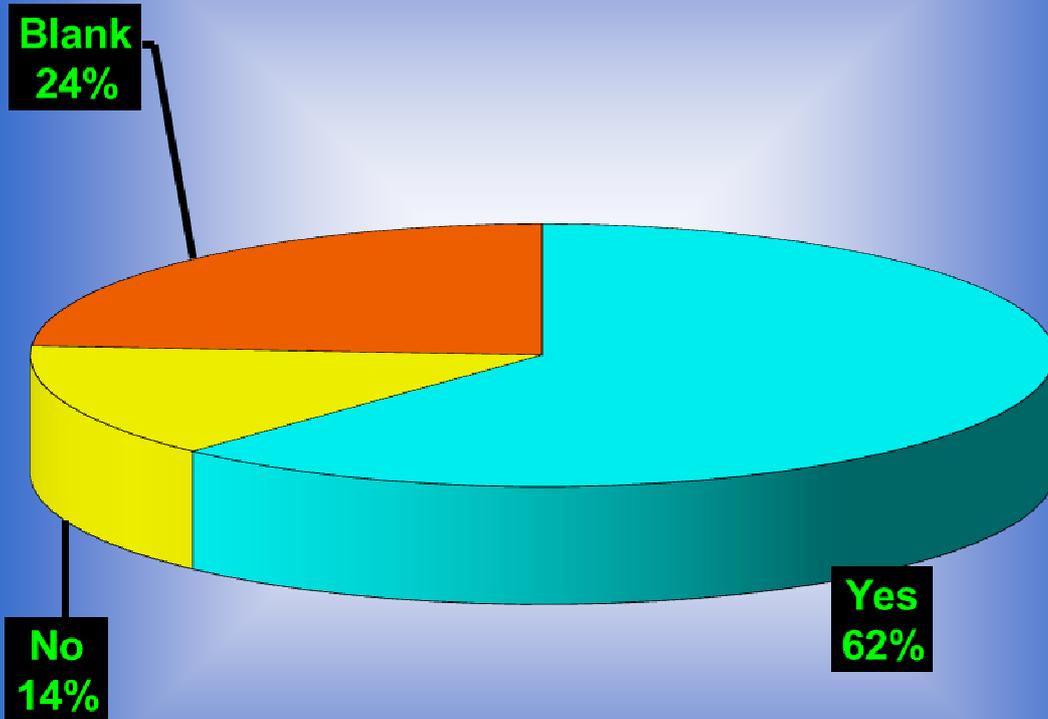
Option	Total
Yes	284
No	16

**Q4a. Are you aware that the practice opens late on a Thursday evening 6.30 – 8.15pm and Saturday morning 10.00 – 1.00pm?**



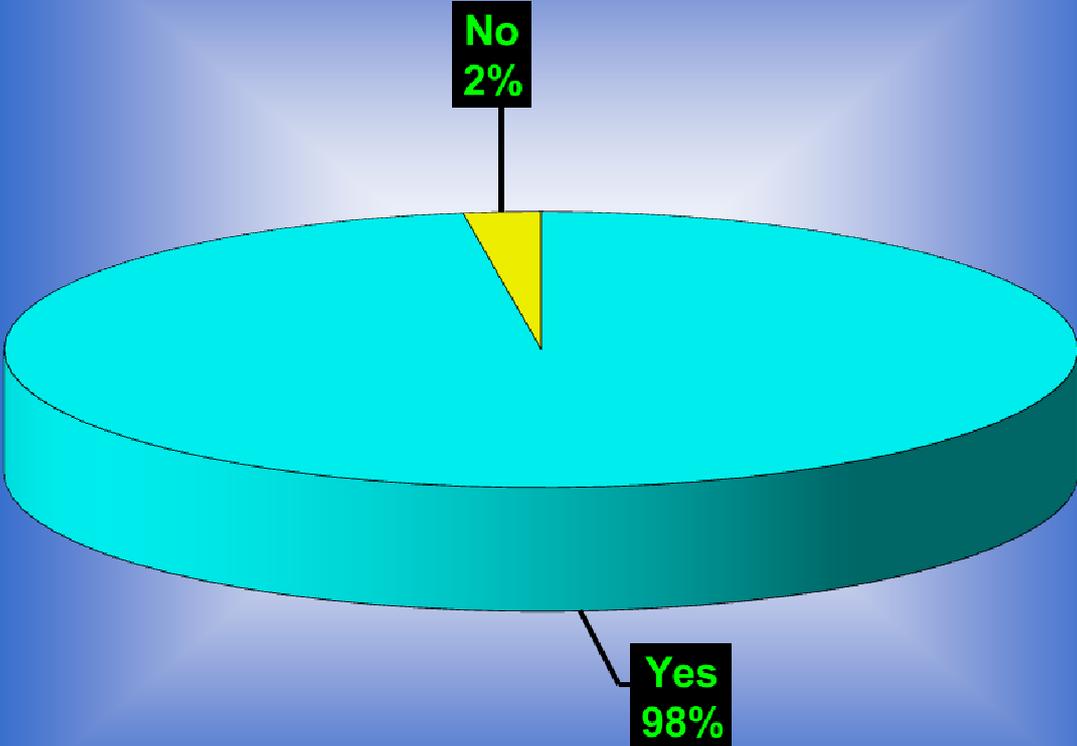
Option	Total
Yes	155
No	145

Q4b. If Yes do you find this service is beneficial?



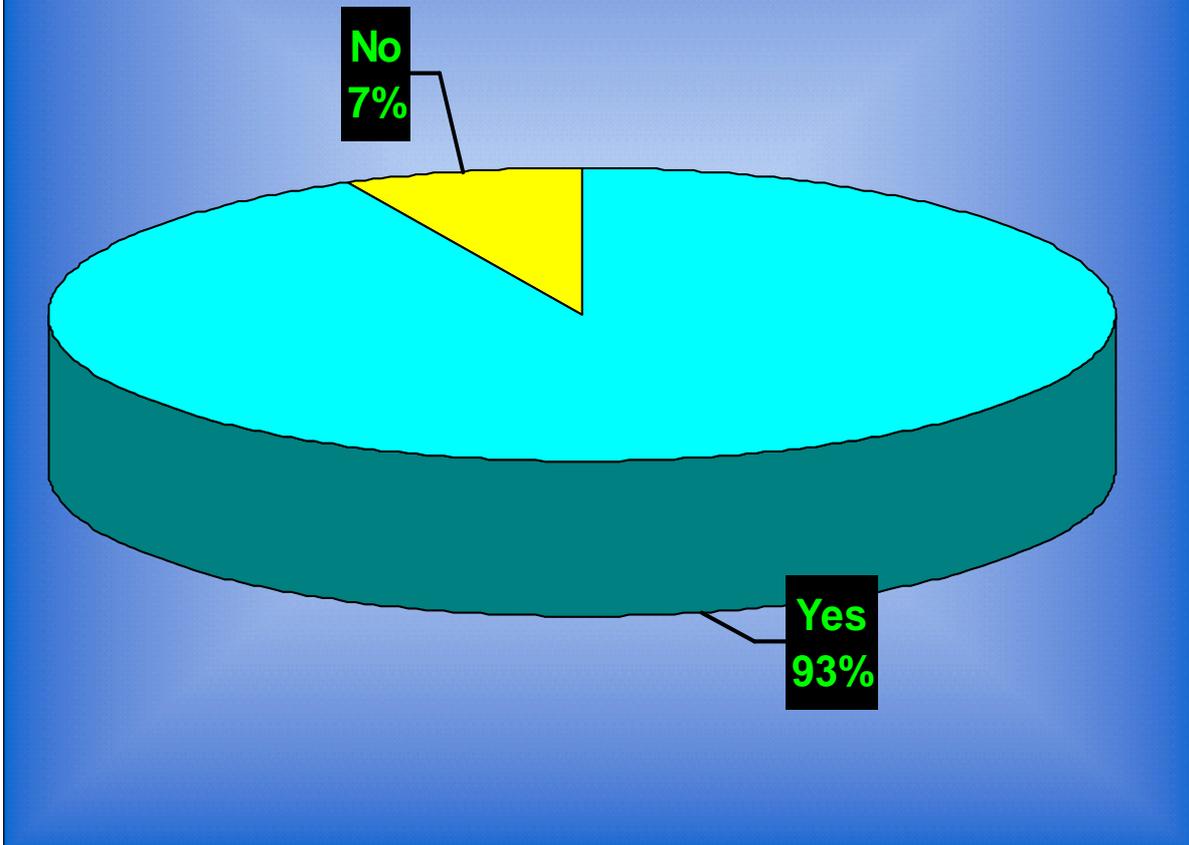
Option	Total
Yes	179
No	41
Blank	69

**Q5. Overall do you feel the surgery is clean today?**



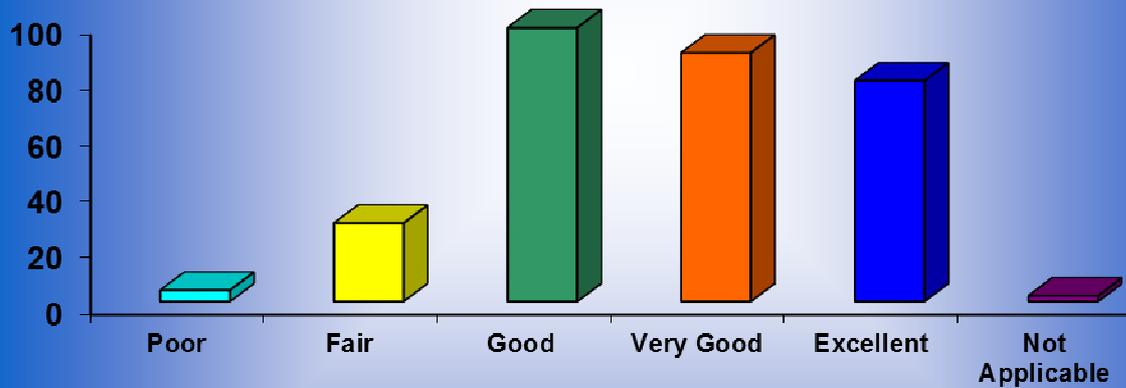
Option	Total
Yes	293
No	7

**Q6. Do you feel there is sufficient car parking facility at the surgery?**



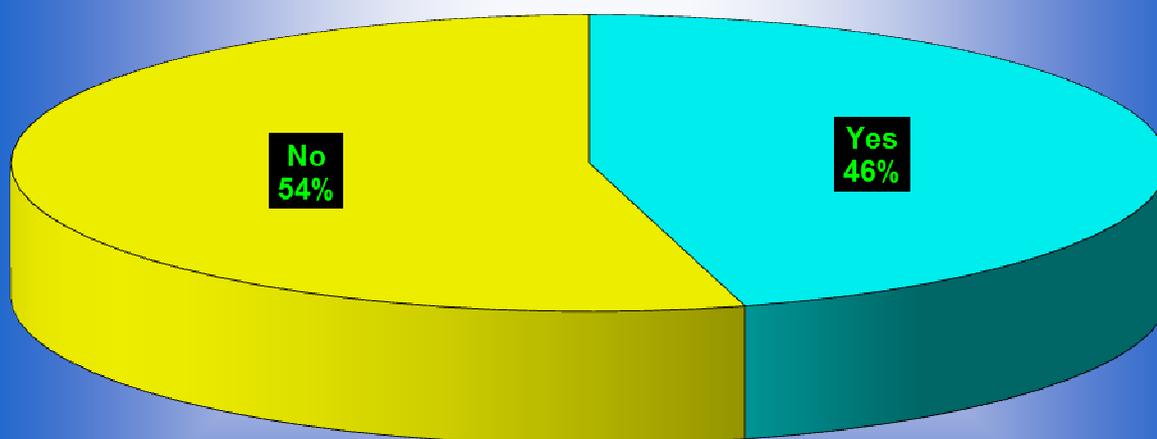
Option	Total
Yes	278
No	22

**Q7. How would you rate the care you receive overall from the practice?**



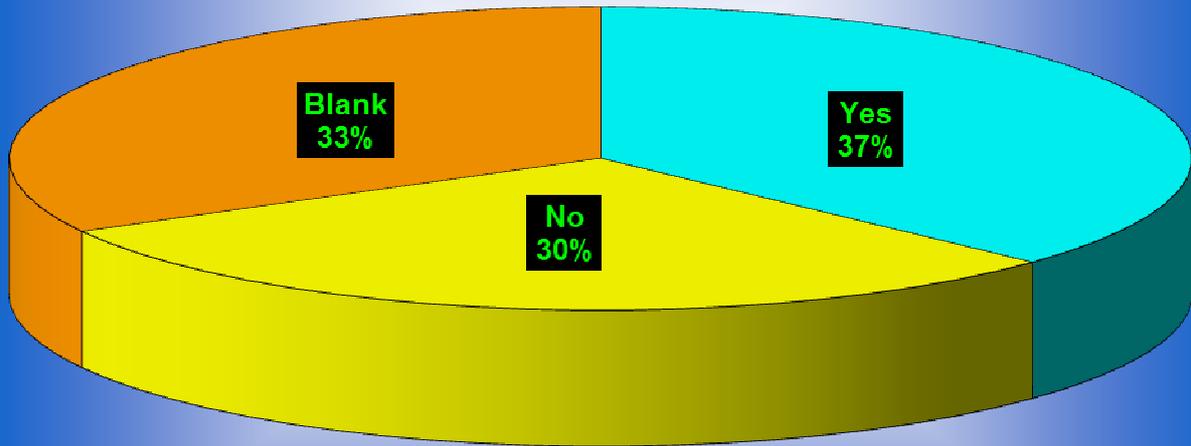
Option	Total
Poor	4
Fair	28
Good	98
Very Good	89
Excellent	79
Not Applicable	2

**Q8a. Did you know that the surgery has a patient website at [www.handsworthmedicalpracticeteaching.co.uk](http://www.handsworthmedicalpracticeteaching.co.uk) ?**



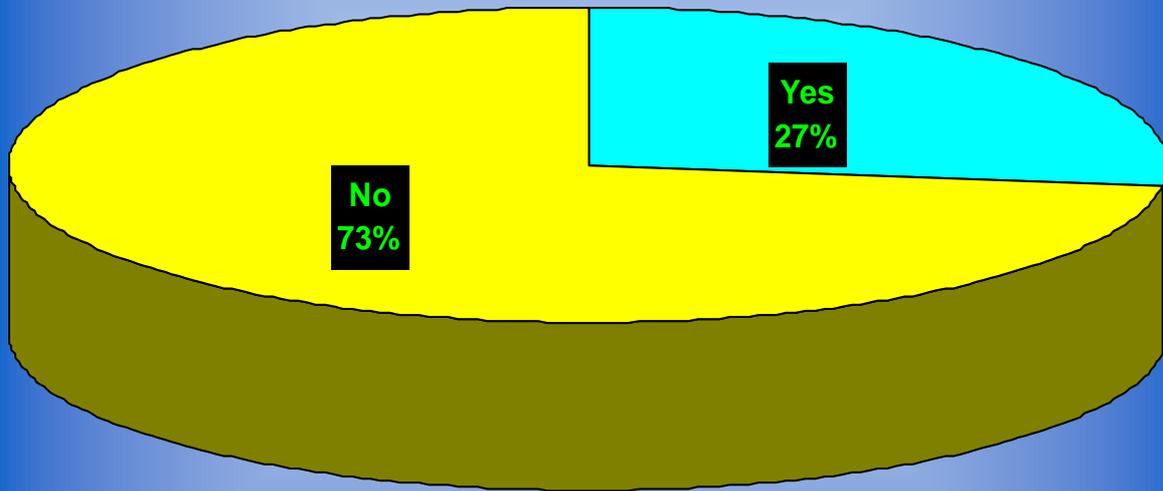
Option	Total
Yes	137
No	163

**Q8b. If Yes did you find it useful?**



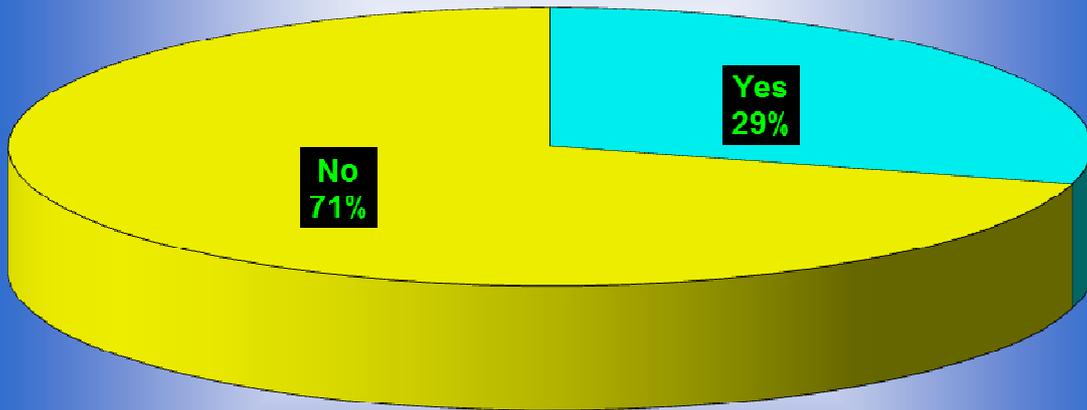
Option	Total
Yes	111
No	90
Blank	99

**Q9a. Did you know that the surgery has a patient group?**



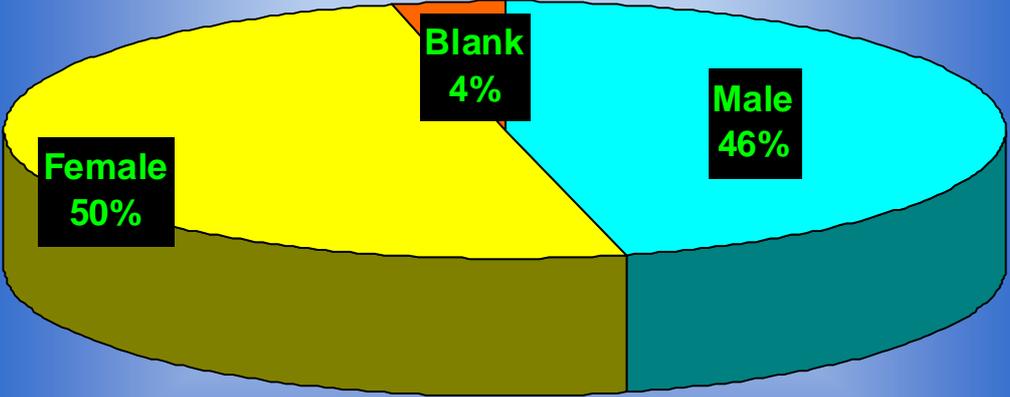
Option	Total
Yes	82
No	218

**Q9b. If Yes above, would you like to know more about this group?**



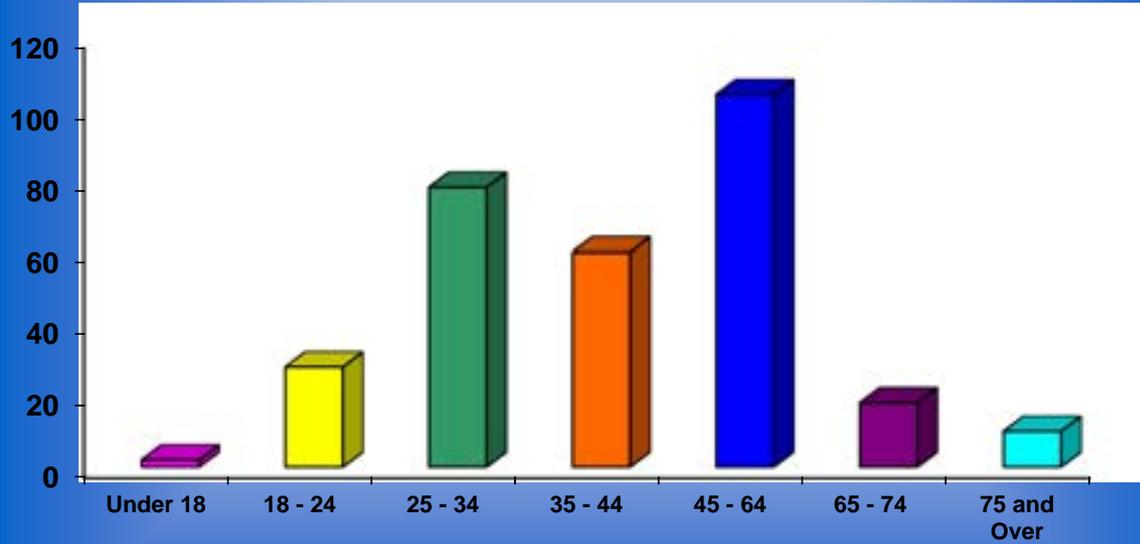
Option	Total
Yes – Contact the Receptionist	85
No	205

**Q10. Are you:**



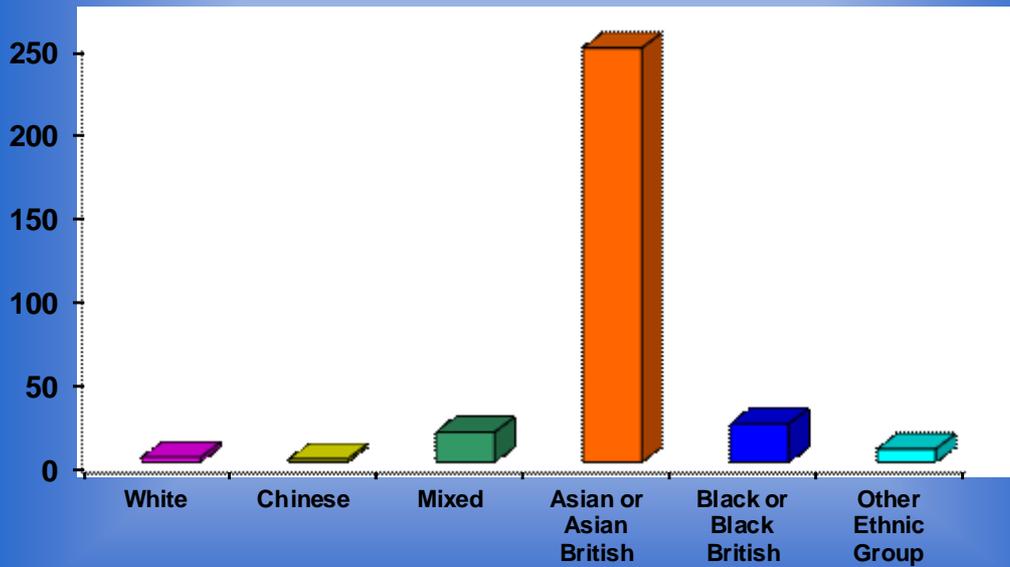
Option	Total
Male	138
Female	151
Did not want to answer	11

### Q11. How old are you?



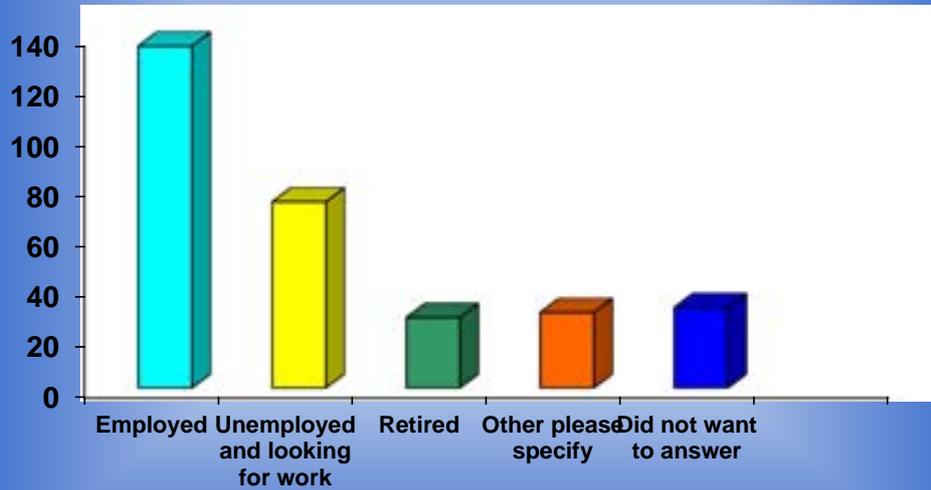
Option	Total
Under 18	2
18 -24	28
25 - 34	78
35 - 44	60
45 - 64	104
65 -74	18
75 and over	10

## Q12. Which ethnic group do you belong to?



Option	Total
White	3
Chinese	2
Mixed	18
Asian or Asian British	246
Black or Black British	23
Other Ethnic Group	8

### Q13. Employment Status



Option	Total
Employed	136
Unemployed and looking for work	74
Retired	28
Other please specify	30
Did not want to answer	32

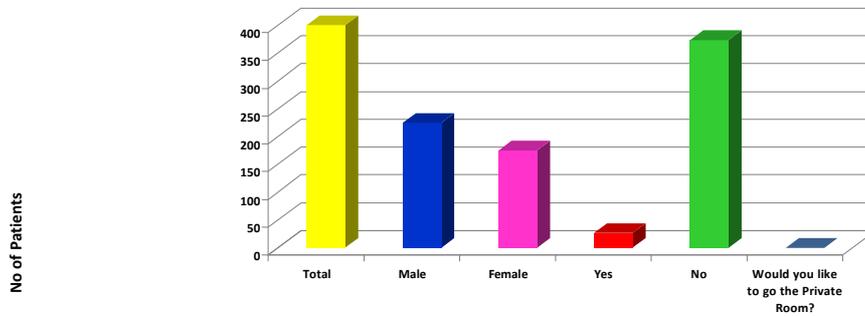
**Q14. We are interested in any other comments you may have. Please write them here.**

See list below. The comments are not listed in any particular order:

- Lighting in the toilet
- Answer phones quicker
- Better appointment making option & phone line opening hours
- Calm atmosphere
- Clean toilets
- Doctor to spend more time with you
- Emergency appointment not available easily
- Everything is ok. Happy to have joined.
- Good staff
- Great doctor
- Great improvement with staff
- Happy with number change
- Happy with service
- Happy with staff members and doctor. They are very cooperative.
- I am a working parent and do not get appointments for the times I want to
- Don't get appointment easily
- Reading material should be provided in waiting area
- Phone should answer quickly & need improvement on communication
- This surgery needs more GPs
- More people to answer phone. Quicker service when you arrive as waited 30mins.
- Wishes Doctor will spend more time listen to patient
- Receptionists are very helpful & pleasant
- Reception staff is polite sometimes
- Satisfied with the surgery
- Sort out the heating in the practice.
- Unable to visit docs often
- Unhappy with staff
- Not getting appointment usually
- Overall very good surgery
- Very happy and glad with what you are doing at surgery
- Need water arrangement in waiting area

**Handsworth Medical Practice**

**“Would you like more privacy at reception?”**

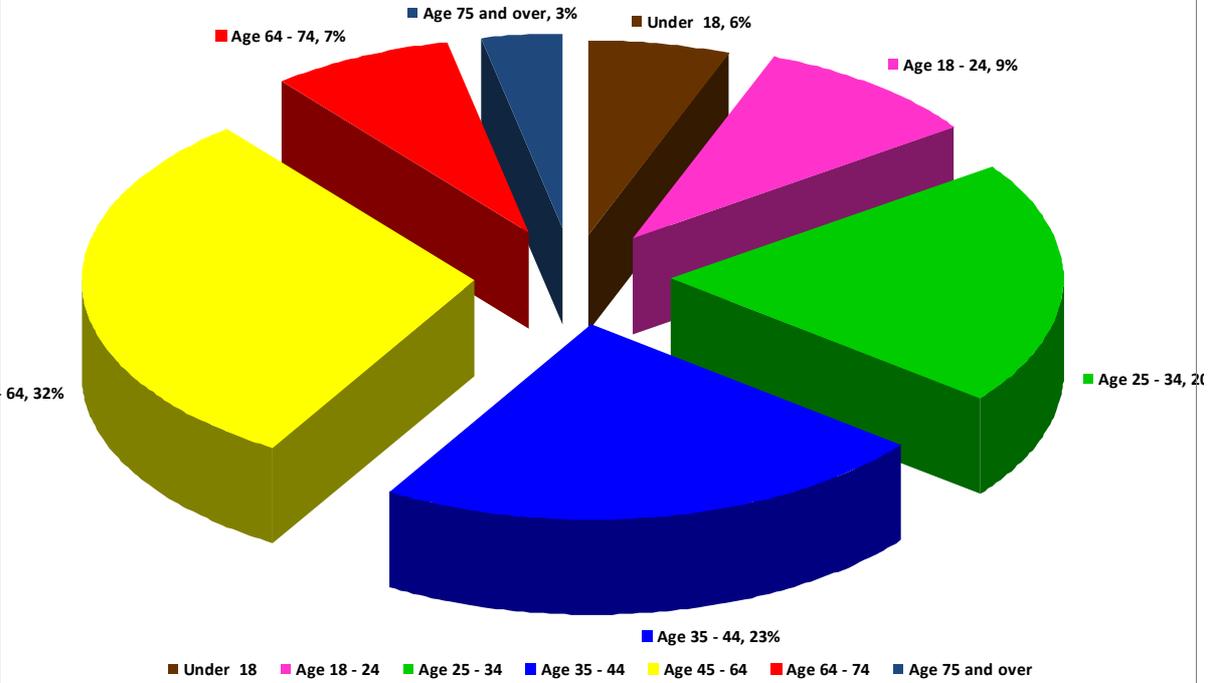


- Comments :
- Patients who said yes comments as follows:
- If something personal - 8
  - Need more privacy - 3
  - Not all the time- 6
  - People can hear - 2
  - Sometimes - 2

Option	Total
Male	225
Female	175
Yes	26
No	374

**Handsworth Medical Practice**

**“Would you like more privacy at reception?”**



Option	Total
Under 18	23
18 -24	38
25 - 34	82
35 - 44	92
45 - 64	123
65 –74	30
75 and over	13

## DISCUSSION ABOUT RESULTS

A meeting was held on 1 November 2012 to discuss the findings of the PPG survey. All PPG members received copies of the results and the meeting was arranged primarily to review the findings and agree an action plan taking the findings forward. It was noted that the patient survey available on the website was completed by one patient. The PPG also reviewed the latest GPAQ survey.

The PPG proposed that the practice open on a Saturday Morning for a trial of initially three months which was extended to six months. The staff working on Saturday collected data which was analysed and presented to the PPG. The expressions of interest in joining the patient group were also discussed.

The results of the survey will be available for all patients to view via the surgery website and a hard copy is displayed in the practice for patients without PC access. The PPG group members have been sent a hard copy of the patient survey results. We are not aware of any elements raised through the Survey that have not been agreed as part of the Action Plan.

The PPG was pleased to note that the survey had been undertaken over the longer period as requested and that it had been completed by three times the number of people as compared to the previous year (300 this year as compared to 100 last year).

It was commented the atmosphere in the practice had become more inviting. The provision of a local rate surgery number was most welcomed. This had not been part of the survey but the patients as well the PPG commented this had been a very positive change for the practice to implement.

Promotion of the practice website on appointment cards and posters at the surgery had been noticed by patients and reflected well in the patient survey. Last year only 17 patients were aware of the website, this year 137 patients, an increase of 800% on the previous year. The PPG welcomed more patients being aware of the existence of the PPG – an increase of 72 patients equating to 700% from the previous year.

The PPG group noted that although over 52% of the patients who completed the surveys were aware of the late night opening and Saturday morning opening they were disappointed with the uptake for the Saturday morning.

The patient survey did not incorporate a question regarding privacy as initially the PPG had included this in last year's action plan. The GPAQ survey which was presented with the patient results showed that privacy at times was an issue with some patients. The PPG decided that as part of the action plan the practice would be asked to take a simple survey in relation to the question "Would you like more privacy at the reception?" The PPG members were aware of the usage and availability of the confidentiality room.

No contractual changes were required and therefore none of the Action Plan would need to be agreed with the PCT before it could be implemented. All patients will have access to the results of our surveys on our website. We will also have a copy of the results on the surgery notice board.

**Q1. Did you find it easy to make an appointment at the surgery?**

PPG members considered a 91% response to be good and the practice should aim to maintain these standards.

**Q2. Were you greeted politely by the reception staff?**

PPG was pleased with the response. It was confirmed that receptionist would receive refresher course in customer services to maintain and improve on the standard.

**Q3. When calling do you feel the receptionist dealt with your call adequately?**

This was considered to be a good response. We trust the action in 2 above will complement this area.

**Q4a. Are you aware that the practice opens late on a Thursday evening 6.30 – 8.15pm and Saturday morning 10.00 – 1. Q4b. If Yes do you find this service is beneficial?**

PPG felt that the figure of 52% was surprisingly low. It was decided to advertise the clinics on the Well TV screen by placing notices in the waiting area.

**Q5. Overall do you feel the surgery is clean today?**

It was heartening to see 98% of patients gave a positive response. The practice will maintain daily cleaning of the surgery as well as regular painting and decorating.

**Q6. Do you feel there is sufficient car parking facility at the surgery?**

The PPG considered shoppers using the surgery car park often reduced the availability of parking for the patients. It was agreed to place prominent notices advising visitors that the car park was for patients visiting the surgery. 93% was considered to be a fair response.

**Q7. How would you rate the care you receive overall from the practice?**

A 2% dissatisfaction rate was considered significant. The practice considered that next year's survey would include asking as to the reasons for the dissatisfaction with the aim of improving patient experience.

**Q8a. Did you know that the surgery has a patient website**

Promotion of the practice website on appointment cards and posters on notice boards at the surgery had been noticed by patients and reflected well in the patient survey. Last year only 17 patients were aware of the website, this year 137 patients an increase of 800% on last year. The PPG was impressed with this. The practice agreed to the suggestion of listing the website on the right hand side of the prescription.

**Q9a. Did you know that the surgery has a patient group?**

The PPG welcomed more patients were aware of the existence of the PPG – an increase of 72 patients equating to 700% from the previous year. PPG members decided that they would have a dedicated area on the notice board promoting the group and for patients to be able to contact them directly for any issues they wish to raise.

**Further Meeting**

A further meeting was held on 14 March 2013 to discuss the outcome of the survey undertaken at reception regarding privacy.

The survey of over 400 patients questioned showed that over 375 patients felt that there was not an issue. The remainder, some 26 patients that had said ‘yes’ were asked if they would like to go somewhere more private. Of those patients no-one took up the opportunity to utilise the confidentiality room. PPG members suggested that there is a notice placed on the notice board behind the reception counter displaying the availability of the confidentiality room. The PPG members felt that it was worthwhile survey.

PPG members were informed that the practice had been installed with a Well TV screen advertising health and well-being programs. They were informed that it provides on the right hand side the ability for the practice to add messages for patients. The practice had already added a message on their regarding the PPG group, repeat prescribing and patient registration.

The PPG members welcomed that a pharmacy would be opening at the Health Centre. This was much anticipated.

## **ACTION PLAN**

<b><u>Action</u></b>	<b><u>Task</u></b>	<b><u>Timeline</u></b>
<p>The privacy at reception</p>	<p>The PPG felt that there was improvement regarding privacy at reception.</p> <p>PPG members noted that the tape and posters placed were of benefit. However at times patients were totally unobservant of any notices placed in the surgery and were by-passing the queue waiting for the receptionist.</p> <p>The PPG members had asked the practice to continue with trying to have a TV screen promoting health and well being material. The PPG felt that this would distract the patient whilst waiting for the receptionist.</p>	<p>PPG wanted the practice to undertake a simple survey of asking patients attending at the reception counter regarding privacy. The question the reception would ask the patient is:</p> <p>“Would you like more privacy at the reception?”</p> <p>The practice was to continue communication with PCT who were trying to source promotion of a TV in the waiting area.</p>
<p>Increase numbers of patient attending the PPG</p>	<p>Although following the survey more patients were aware of the PPG group they felt that we should continue with promoting and attracting new members to the PPG.</p>	<p>The patient group members decided that they would like to have set aside in the waiting room notice board a dedicated area promoting the PPG group. It was felt that if they wanted to raise points that the PPG members would contact patients via reception.</p>

<u>Action</u>	<u>Task</u>	<u>Timeline</u>
Introduce opening on a trial basis of opening on a Saturday morning for health checks and to enable patients to make appointments and other queries	<p>The practice has extended from the initial three months trial to six as there had not been the uptake as anticipated. The PPG members felt that may be three months was not long enough and this was extended for another three months.</p> <p>To improve awareness of late night opening on Well TV Screen.</p>	<p>PPG were disappointed that patients did not take up this opportunity of Saturday morning. The PPG welcomes the continuation of the Thursday evening late surgery.</p> <p>Well TV screen has already been updated.</p>
Reception staff	To attend a customer service refresher course	To complete within 12 months.
Car Park Facility	To display signage as above.	Contractors already contacted. Task should be completed within three months.
Overall satisfaction of care	To include in the design of next year's survey the ability to comment further where patients are dissatisfied.	Patient survey 2013/14
Promotion of surgery to wider community	Fire Station Fun Day	The PPG supports the practice in promoting the wider community and is going to support the Fire Station Fun Day by asking for a stall to promote and highlight the services of the practice. The PPG group feel that it is essential part of the service we should offer to provide support for local initiatives.

## **ACCESS**

### **OPENING HOURS**

<b>Surgery</b> is open:	Monday	9.00 - 11.00	4.00 – 5.30
	Tuesday	9.00 - 11.00	4.00 – 5.30
	Wednesday	9.00 - 11.00	
	Thursday	9.00 - 11.00	2.00 – 4.30 6.30 - 8.30
	Friday	9.00 - 11.00	4.00 – 5.30

Thursday afternoon is by appointment only

<b>Reception</b> is open:	Monday	9.00 - 12.00	4.00 – 6.00
	Tuesday	9.00 - 12.00	4.00 – 6.00
	Wednesday	9.00 - 12.00	
	Thursday	9.00 - 12.00	2.00 – 8.15
	Friday	9.00 - 12.00	4.00 – 6.00

### **EXTENDED HOURS**

This clinic operates on Thursday evening from 18.30 to 20.30. Appointments are all pre-bookable in advance only.

### **ACCESS TO SERVICES**

***Practice Address:***

*Handsworth Medical Practice,  
4 Trafalgar Road,  
Handsworth,  
Birmingham.*

*B21 NH*

Practice Telephone: 0121 551 4220

Practice Fax: 0121 523 0322

Emails for prescriptions can be sent using our website at:

[www.handsworthmedicalpracticeteaching.co.uk](http://www.handsworthmedicalpracticeteaching.co.uk)

### **Patients can arrange an appointment via in person or via the telephone**

When practice is closed patients are able to access medical advice and assistance by calling the surgery and listening to the message or by dialling direct Primecare during Monday to Friday 8.00 am – 6.30pm 0121 551 4220 and at other times NHS 111, this is a free call from landlines and mobiles.

Telephone number, address, how to access services (e.g. appointment booking, emergency appointments, out-of-hours). There are a variety of Surgeries and Clinics during the above times offering routine and advance booking of appointments.

### **PUBLICATION OF THE REPORT**

#### **PUBLICATION OF THE REPORT**

The report will be published on Handsworth Medical Practice website at

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

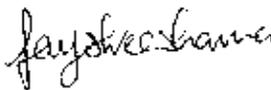
A hard copy will be displayed on practice notice board for patients who do not have a PC access.

**The Practice confirms that the above report is a true and accurate reflection of the work undertaken as part of the Participation DES 2011/13.**

**Signed and submitted to the PCT and published on the Practice website on behalf of the Practice by:**

**Name:** Jay Sharma

**Signed:**



**Designation:** Non-Clinical / Managing Partner.

**Date:** 25 March 2013

## Handsworth Medical Practice (Teaching) Questionnaire

Dear Patient

We would be grateful if you would complete this questionnaire about your general practice and your visit today. The doctors at your practice want to provide the highest standard of care. Feedback from this survey will enable the surgery to identify areas that may need improvement. Your opinions are therefore very valuable. Please answer ALL the questions below. There are no right or wrong answers and your doctor will NOT be able to identify your individual responses.

**PLEASE TAKE A FEW MINUTES TO COMPLETE THE SURVEY  
YOUR VIEWS WILL ASSIST THE PRACTICE IN MAKING DECISIONS ABOUT THE SURGERY  
AND ITS RUNNING IN THE FUTURE**

**THANK YOU**

**Q1. Did you find it easy to make an appointment at the surgery?**

Yes

No

**Q2. Were you greeted politely by the reception staff ?**

Yes

No

**Q3. When calling do you feel the receptionist dealt with your call adequately?**

Yes

No

**Q4a. Are you aware that the practice opens late on a Thursday evening 6.30 – 8.15pm and Saturday morning 10.00 – 1.00pm ?**

Yes

No

**Q4b. If Yes do you find this service is beneficial?**

Yes

No

**Q5. Overall do you feel the surgery is clean today?**

Yes

No

**Q6. Do you feel there is sufficient car parking facility at the surgery ?**

Yes

No

**Q7. How would you rate the care you receive overall from the practice?**

Poor

Fair

Good

Very Good

Excellent

Not Applicable

**Q8a. Did you know that the surgery has a patient website at [www.handsworthmedicalpracticeteaching.co.uk](http://www.handsworthmedicalpracticeteaching.co.uk) ?**

Yes

No

**Q8b. If Yes did you find it useful?**

Yes

No

**Q9a. Did you know that the surgery has a patient group?**

Yes

No

**Q9b. If Yes above, would you like to know more about this group ?**

Yes contact the receptionist

No

**Q10. Are you:**  Male  Female

**Q11. How old are you?**

Under 18

18 – 24

25 – 34

35 – 44

45 – 64

65 – 74

75 and over

**Q12. Which ethnic group do you belong to? (Please tick one box)**

White

Mixed

Black or Black British

Chinese

Asian or Asian British

Other ethnic group

**Q13. Employment Status (Please tick one box)**

Employed

Unemployed and looking for work

Retired

Other Please Specify  \_\_\_\_\_

Did not want to answer

**Q14. We are interested in any other comments you may have. Please write them here.**

Thank you for taking time to complete this questionnaire.