



*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.

1. Patient Participation Group (PPG)

Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:																																																			
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As in previous year 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 is keen to encourage patients with learning disabilities to join our group, or someone to represent them such as their carers. We have achieved in attracting one representative carer to the PPG. The practice has continued to promote the PPG for additional members. The practice conducted surveys for parents attending child immunisation clinics to obtain their views regarding attending the PPG or holding a separate meeting. 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. The practice has

Priority	Implementation
Patient Calling Screen (from previous year)	This is now up and running. Patients have made positive comments this improvement.
Consultation Room development (from previous year)	The new modern surgery has benefitted the patients.
Text Messaging System	All patients receive SMS reminder for appointments with clinicians. They have the option to reply if they are unable to attend. This automatically frees up the appointment of the clinician.
Patient Online	This is an NHS initiative and is a contractual one for the practice. We have been encouraging patients to book appointments / request medication online using their smart phones or computer.

Practice Name: Handsworth Medical Practice

Practice Code: M85082

Signed on behalf of practice: J Sharma

Date: 9/2/17

Print Name: JAY SHARMA

Signed on behalf of PPG: : PEARL SWABY

Date: 9/2/17

Print Name: Pearl Swaby

Signed on behalf of PPG: : D. Clarke

Date: 9/2/17

Print Name: D Clarke

Signed on behalf of PPG: : S. Clarke

Date: 9/2/17

Print Name: SELWYN CLARKE

Signed on behalf of PPG: : [Signature]

Date: 9/2/17

Print Name: Major S. MALHI

Signed on behalf of PPG: : [Signature]

Date: 9/2/2017

Print Name: DIANE P. CHARLES

Signed on behalf of PPG: DARSHAN KAUR

Date: 9/2/17

Print Name: DARSHAN KAUR

Signed on behalf of PPG: : Sarvag Jeet Singh

Date: 09/02/2017

Print Name: SARVAG JEET SINGH

Signed on behalf of PPG: : _____

Date: _____

Print Name: _____

Signed on behalf of PPG: : _____

Date: _____

Print Name: _____

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