

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 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:								
%	Male	Female		%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	59	41		Practice	19	11	24	17	13	10	4	4
PRG	43	57		PRG	0	0	5.26	15.79	10.53	26.32	15.79	26.31

Detail the ethnic background of your practice population and PRG:								
	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	2.31	0.25	0	0.72	1.84	0.25	0.02	0.37
PRG	10.53				15.79			

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	45.76	5.44	3.13	3.23	17.60	0.65	5.20	3.23	0	13.07
PRG	63.16							5.26		5.26

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 undertook the following last year:


Priority	Implementation
Patient Calling Screen	This is now up and running. Patients have made positive comments this improvement.
Consultation Room development	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.

The practice has implemented the following:

Priority	Implementation
Patient Online	<p>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.</p> <p>This is will allow patients to order medication on their repeats on line as well as make appointments on-line. Our numbers are very small in these aspects.</p>
Patient Self check in screen	Patients can self-check in and free up the receptionists. This is not the situation at the moment.
DNA	Patients are encouraged to cancel appointments. This is causing huge wastage in doctor and nurse time. We are encouraging patients to cancel their appointments well 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: 

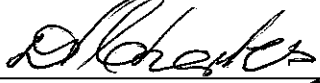
Date: 15/3/18

Print Name: Major Malli

Signed on behalf of PPG: : DARSHAN KAUJ

Date: 15/3/18

Print Name: DARSHAN KAUJ

Signed on behalf of PPG: : 

Date: 15/3/18

Print Name: DIANE PATRICIA CHARLES

Signed on behalf of PPG: : 

Date: 15/3/18

Print Name: SUBHASH LATA.

Signed on behalf of PPG: : _____

Date: _____

Print Name: _____

Signed on behalf of PPG: Jawadeer J

Date: 15/03/2018

Print Name: SARVE JEEET SINGH

Signed on behalf of PPG: : _____

Date: _____

Print Name: _____

Signed on behalf of PPG: : _____

Date: _____

Print Name: _____

Signed on behalf of PPG: : _____

Date: _____

Print Name: _____

Patient Survey Questionnaire

Dear Patient

We would be grateful if you would complete this questionnaire about your general practice and your visit today. The 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 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

THANK YOU

<p>Q1. How often do you attend the surgery?</p> <p>Every Week <input type="checkbox"/> 10 (5%)</p> <p>Every Month <input type="checkbox"/> 57 (29%)</p> <p>Every 3 Months <input type="checkbox"/> 116 (58%)</p> <p>Yearly <input type="checkbox"/> 15 (8%)</p> <p>DID NOT ANSWER 2 (1%)</p>	<p>Q2. How helpful do you find the receptionists on your visit?</p> <p>Helpful <input type="checkbox"/> 190 (95%)</p> <p>Not Helpful <input type="checkbox"/> 2 (1%)</p> <p>Don't Know <input type="checkbox"/> 5 (3%)</p> <p>DID NOT ANSWER 3 (2%)</p>
<p>Q3. Did you know the best time to telephone for results is between 11.00 am – 12.00 am and 4.00 pm – 6.00pm?</p> <p>Yes <input type="checkbox"/> 169 (85%)</p> <p>No <input type="checkbox"/> 30 (15%)</p> <p>DID NOT ANSWER 1 (1%)</p>	<p>Q4. Did you know that you can book appointments with the doctor using your mobile phone app? If you are interested in doing this please ask the receptionists for further information.</p> <p>Yes <input type="checkbox"/> 159 (80%)</p> <p>No <input type="checkbox"/> 20 (10%)</p> <p>Not Interested <input type="checkbox"/> 17 (9%)</p> <p>DID NOT ANSWER 4 (2%)</p>
<p>Q5. Do you receive text message reminder for appointments at the surgery? This is set automatically for patients with mobile numbers to receive reminder sms messages for appointments. If you are interested in this please see the receptionist.</p> <p>Yes <input type="checkbox"/> 177 (89%)</p> <p>No <input type="checkbox"/> 20 (10%)</p> <p>DID NOT ANSWER 3 (2%)</p>	
<p>Q6. Do you know how to contact the out of hour GP service when the surgery is closed?</p> <p>Yes <input type="checkbox"/> 172 (86%)</p> <p>No <input type="checkbox"/> (See receptionist) 28 (14%)</p>	<p>Q7. Do you know that rather than attending casualty Summerfield Urgent Care Centre will see you 8.00 am to 8.00pm Monday to Sunday without appointment?</p> <p>Yes <input type="checkbox"/> 180 (90%)</p> <p>No <input type="checkbox"/> 18 (9%)</p> <p>DID NOT ANSWER 2 (1%)</p>
<p>Q8. How good was the doctor at involving you in decision making about your care?</p> <p>Good <input type="checkbox"/> 142 (71%)</p> <p>Satisfactory <input type="checkbox"/> 51 (26%)</p> <p>Poor <input type="checkbox"/> 6 (3%)</p> <p>Not Applicable <input type="checkbox"/> 1 (1%)</p>	<p>Q9. Was the doctor good at listening to you?</p> <p>Good <input type="checkbox"/> 142 (71%)</p> <p>Satisfactory <input type="checkbox"/> 32 (16%)</p> <p>Poor <input type="checkbox"/> 7 (4%)</p> <p>Not Applicable <input type="checkbox"/> 19 (10%)</p>
<p>Q10. How good was the doctor at providing and arranging treatment for you?</p> <p>Good <input type="checkbox"/> 142 (71%)</p> <p>Satisfactory <input type="checkbox"/> 53 (27%)</p> <p>Poor <input type="checkbox"/> 4 (2%)</p> <p>Don't Know <input type="checkbox"/> 1 (1%)</p>	<p>Q11. Were you happy with your treatment today?</p> <p>Yes <input type="checkbox"/> 178 (89%)</p> <p>No <input type="checkbox"/> 5 (3%)</p> <p>DID NOT ANSWER 17 (9%)</p>
<p>Q12. Thinking of your most recent booked appointment how long did you have to wait before seeing the doctor / nurse?</p> <p>Less than 10 minutes <input type="checkbox"/> 39 (20%)</p> <p>10 - 15 minutes <input type="checkbox"/> 97 (45%)</p> <p>15 - 20 minutes <input type="checkbox"/> 54 (27%)</p> <p>More than 20 Minutes <input type="checkbox"/> 6 (3%)</p> <p>There was no set time for my appointment <input type="checkbox"/> 1 (1%)</p> <p>DID NOT ANSWER 3 (2%)</p>	

Q13. Which of the following opening hours would make it easier for you to attend the practice to be seen ?

13 Before 8.00 am <input type="checkbox"/> (6%)	39 Late Evening <input type="checkbox"/> (18%)	20 Saturday Morning <input type="checkbox"/> (10%)	139 Happy with Current Opening Hours <input type="checkbox"/> (64%)	5 DID NOT ANSWER (2%)
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Q14. Did you know that you can order repeat medication using your mobile phone app? If you are interested in doing this please ask the receptionists for further information.

128 Yes <input type="checkbox"/> (64%)	18 No <input type="checkbox"/> (9%)	49 Not Interested <input type="checkbox"/> (25%)	5 DID NOT ANSWER (3%)
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Q15. Overall how would you describe your experience at this surgery?

161 Good <input type="checkbox"/> (81%)	28 Satisfactory <input type="checkbox"/> (14%)	2 Poor <input type="checkbox"/> (1%)	9 Not Applicable <input type="checkbox"/> (5%)
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Q16. How likely are you to recommend our GP practice to your friends and family if they needed similar care or treatment?

116 Extreme Likely <input type="checkbox"/> (58%)	65 Likely <input type="checkbox"/> (33%)	9 Neither Likely or unlikely <input type="checkbox"/> (5%)	1 Unlikely <input type="checkbox"/> (1%)	3 Extremely Unlikely <input type="checkbox"/> (2%)	0 Don't Know <input type="checkbox"/> (0%)	6 DID NOT ANSWER (3%)
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Q17. Did you know that the surgery has a patient participation group ?

113 Yes <input type="checkbox"/> (57%)	82 No <input type="checkbox"/> (41%)	5 DID NOT ANSWER (3%)
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Q17b. Would you like to join the Patient Participation Group as we are looking for new members ?

Yes - write your name and telephone number: _____

No

Q18a. Are you: Male Female DID NOT ANSWER

90 (45%)	98 (49%)	12 (6%)
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Q18b. How old are you?

2 Under 18 <input type="checkbox"/> (1%)	6 18-24 <input type="checkbox"/> (3%)	40 25-34 <input type="checkbox"/> (20%)	45 35-44 <input type="checkbox"/> (23%)	64 45-64 <input type="checkbox"/> (32%)	30 65-74 <input type="checkbox"/> (15%)	8 75 and over <input type="checkbox"/> (4%)	5 DID NOT ANSWER (3%)
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Q19. Which ethnic group do you belong to? (Please tick one box)

<input type="checkbox"/> White 10 (5%)	<input type="checkbox"/> Mixed 4 (2%)	<input type="checkbox"/> Black or Black British 24 (12%)
<input type="checkbox"/> Chinese 0	<input type="checkbox"/> Asian or Asian British 145 (73%)	<input type="checkbox"/> Other ethnic group 6 (3%)
		<input type="checkbox"/> DID NOT ANSWER 11 (6%)

Q20. Employment Status (Please tick one box)

Employed 115 (58%)	<input type="checkbox"/>
Unemployed and looking for work 17 (9%)	<input type="checkbox"/>
Retired 44 (22%)	<input type="checkbox"/>
Other Please Specify 6 (3%)	<input type="checkbox"/> _____
Did not want to answer blank 18 (10%)	<input type="checkbox"/>

21. We are asking our patients to suggest one item they would like to see changed at the surgery that would improve their patient experience: