

PATIENT PARTICIPATION GROUP

PPG Meeting Summary – 29 May 2025

The recent Patient Participation Group (PPG) meeting focused on service updates, patient feedback, and ongoing improvements. Key highlights include:

- ✓ Self Check-In Screens now active to improve reception efficiency.
 - 📊 Complaints & Incidents Audit reviewed (April 2024 – March 2025).
 - 📍 Registrations now limited to the 3-mile catchment area.
 - 📞 Ongoing talks with ICB on pricing for telephone call-back functionality.
 - 📈 Updates on call volumes, demand & capacity, and response times.
 - 📱 Growth in NHS App usage for patient self-service.
 - 📄 Rollout of the Total Contractual Triage System to streamline appointments.
 - 💉 Launch of a 6-week Diabetes Programme.
 - ☕ Success of Social Prescribers & Coffee Mornings in community engagement.
 - 📰 Continuation of Monthly Newsletters.
 - 🚑 In-house support expanded with Pharmacist and First Contact Physio (FCP).
 - 👤 Improved Breast Screening uptake through targeted outreach.
- The meeting reinforced the practice's commitment to patient-centred care and continuous improvement.

Online Appointments

Our practice has been enabling online bookings for GP telephone appointments (Please **DO NOT BOOK** if you have Abdominal Pains, Rashes and conditions which require you to be seen face2face).

PLEASE NOTE: The practice has the right to cancel this appointment if they feel this has been inappropriately booked (SICKNOTES, REPEAT PRESCRIPTIONS, REQUESTING LETTERS) and any conditions which can be dealt with PHARMACY FIRST).

You can also book telephone consultations online if you feel your problem can be dealt with over the phone. To utilize this facility, it's necessary to be enrolled as a patient within our practice. Once you've completed your registration with our practice, you can then proceed to register for this service. In future we endeavour to provide face to face appointments.

This can help us save a GP appointment for you when you really need it.

*Pre-bookable Slots for
following week
Call Every Friday
Between
5PM – 6PM*

KIRPAL MEDICAL PRACTICE

&

DR BHALLA AND PARTNERS

JUNE NEWSLETTER

Information for Patients

Updated: 04/06/2025

Review: 05/07/2025

<https://kirpalmedicalpractice.co.uk/>

<https://www.drballaspractice.nhs.uk/>

Phone Number: 0121 203 5100 Bhalla

Phone Number: 0121 203 5040 Kirpal

Address: 247-251 Soho Road Health Centre
Handsworth, Birmingham,
B21 9RY.

OPENING TIMES

Monday: 8.00 - 6.30

Tuesday: 8.00 - 6.30

(Extended Access 06:30 Pm – 08:00 Pm)

Wednesday: 8.00 - 8.00

Thursday: 8.00 - 6.30

Friday: 8.00 - 6.30

Saturday: **Closed**

*(Extended Access 09:00 Am – 05:00 Pm at
Holyhead Primary Healthcare Centre)*

Sunday: **Closed**

Disclaimer: Appointment times are 9am till 11.30am for the morning and 3pm till 5.30pm for the afternoon.

WORLD BLOOD DONOR DAY

14th JUNE 2024

Men's Health Week: Raising Awareness in June

- Men's Health Week is observed every June to highlight the unique health challenges faced by men and to encourage early detection, prevention, and open conversations about physical and mental wellbeing.
- The focus is on increasing awareness of issues such as:
 - Heart disease
 - Prostate and testicular cancer
 - Mental health and suicide prevention
 - Lifestyle factors like diet, exercise, alcohol, and smoking
- Men are statistically less likely to seek medical help or attend routine check-ups. As healthcare professionals, it's important we:
 - Encourage open dialogue with male patients
 - Promote regular screenings
 - Support mental health awareness
 - Provide male-friendly healthcare environments
- This week serves as a timely reminder to advocate for proactive, preventative care and to help break the stigma around men's health — both for our patients and colleagues.



CERVICAL SCREENING AWARENESS WEEK

3rd week of JUNE

During Cervical Screening Awareness Week 2024 is about raising awareness of cervical screening (smear tests). Cervical screening is a free health test available on the NHS as part of the national cervical screening programme. It helps prevent cervical cancer by checking for a virus called high-risk HPV and cervical cell changes.

Cervical screening is not a test for cancer; it's a test to help prevent cancer. At a cervical screening (smear test) appointment, a nurse takes a sample of cells from the cervix using a small, soft brush. The test only takes a few minutes. The nurse will explain what will happen during the test and answer any questions.

More information regarding screening and screening awareness week can be found at: <https://www.nhs.uk/conditions/cervical-screening/> Cervical Screening Awareness Week | Jo's Cervical Cancer Trust (jostrust.org.uk).

Contact the Practice to arrange an appointment.



LEARNING DISABILITY WEEK

16 JUNE – 22 JUNE

Learning Disability Week: Promoting Inclusive Healthcare

➤ **Learning Disability Week**, celebrated each June and led by **Mencap**, raises awareness of the experiences of people with learning disabilities and promotes inclusive, person-centred care.

➤ In surgical settings, it's vital to recognise that individuals with learning disabilities may face significant barriers to accessing safe, effective, and compassionate healthcare. These can include difficulties in communication, understanding procedures, and anxiety in clinical environments.

➤ This year's theme focuses on "**Healthcare that Works for Me**", encouraging clinicians and staff to:

- **Make reasonable adjustments** for patients (e.g. using easy-read information, involving carers or support staff).

- **Listen actively and communicate clearly.**

- **Recognise signs of distress or unmet needs** that may not be verbally expressed.

- **Champion dignity and autonomy** at every stage of the surgical journey.

➤ By increasing awareness and fostering a more inclusive approach, we can help ensure that patients with learning disabilities receive the same high standard of care, safety, and respect as all others.

➤ Let's take this opportunity to reflect, learn, and continue improving care for every patient we serve.

In an emergency, Visit A&E immediately or call 999.

FOR ANY FURTHER DETAILS OR QUESTIONS,

PLEASE FEEL FREE TO SPEAK TO A RECEPTIONIST.