



Our very best wishes to all our readers and we hope you had a good Christmas! Due to technical issues we had to cancel the December issue, but it will be available online on the [SHP website](#). Just click on Shirley Medical Centre (SMC) or Grove in 'Our Practices' and look for the Patient Participation tab below the tiles. This newsletter is produced every month by the Patient Participation Group (PPG) for all those registered at the surgeries of Grove Road, Blossomfield and Shirley Medical Centre. We aim to keep you up to date with health and care news as it affects us all. We also include information about local services and advice to help us take responsibility for our own health and thus help us stay fit and well, more often and for longer!

If you would like to add your voice to ours, please email the PPG for further information bernays.whitehouseppg@nhs.net or refer to the Solihull Healthcare Partnership (SHP) website – PPG section, for information about what our patient group aims to achieve.

Changing Times

On 1st October our Solihull Healthcare Partnership (SHP) was incorporated into what is known as a **Primary Care Network (PCN)**. This now means that the Bernays and Whitehouse brand is no more; we are now part of a seven-surgery partnership with 55,000 patients, 154 staff and 36 doctors providing a wider range of services through a wider range of health professionals. This also means all patients are now on a single database that can be accessed by doctors across the partnership, so improving service and adding flexibility.

All registered patients within the Solihull Healthcare Partnership (Haslucks Green; Jacey; Monkspath; Shirley; Grove and Blossomfield) will have received a letter from the Partners explaining the arrangements and the access to appointments and services. Please keep this information safe for reference as the new

year starts; developments will happen for some time to come!

All patient records can be seen by doctors across the partnership now and there is just one contract in place with NHS England, instead of four. This contract is held at Grove surgery for all seven surgeries in the Partnership. In addition, the Blossomfield site is now where patients seeking emergency/urgent 'on the day' appointments are seen by nurses and doctors. Blossomfield also provides the extended hours service, Monday to Friday 6.30pm - 8.00pm and Saturday and Sunday 8am – 11am.

All routine and non-emergency appointments and services are now dealt with at either Grove Road or Shirley Medical Centre (SMC). Staff understand a patient's request to be seen at their nearest site and will do their best to accommodate them, but they cannot always provide this – it would be unmanageable!

Social Prescribing

SHP have appointed their first Link Worker for '**Social Prescribing**'. This service (sometimes referred to as 'Community Referral'), is a way of enabling GPs, nurses and other primary care professionals to offer a range of non-clinical services. Social prescribing helps address and support peoples' needs in a more rounded, patient-centred way, so enabling patients to take more control over their own health. Examples of Social Prescribing include volunteering, arts activities, gardening, cookery and sports. The service and its activities will vary across the country, but most include working with a link worker who also works with others to access local sources of support.

A new Guide to what you can expect when you visit a pharmacy



The General Pharmaceutical Council has produced a new online guide for patients and the public that explains what they can expect when visiting a pharmacy. It summarises the standards that registered pharmacies and pharmacy professionals have to meet, and what these standards mean for people using pharmacies.

www.pharmacyregulation.org

Caring for Carers



Two thirds of adults will be carers at some point in their lives and the burden will fall mostly on women.

A report (**Will I Care? – the likelihood of being a carer in adult life**) from charity Carers UK, says that two-thirds of UK adults can expect to provide unpaid care for a loved one who is older, disabled or seriously ill in their lifetime. The research also reveals that the average person has a 50:50 chance of becoming an unpaid carer by the age of 50. It finds that, on average, women can expect to take on caring responsibilities more than a decade earlier than men. Half of women will be carers by the age of 46, whereas half of men can expect to be carers at 57. If you are a family carer or a carer not part of the family, please make yourself known to surgery staff – your GP or a practice nurse. All practices have to keep a register of carers as your health and well-being is as important as that of the cared for. Do it NOW!

Appointments' Survey

Many thanks to those of you who took part in the recent PPG survey designed to find ways of improving the appointments process. The survey will help us to advise the Partners of hopefully a more effective and efficient way for patients to make appointments improve the experience and eliminate frustrations on all sides. Watch this space!



Patient Access is a website that displays information from the SHP system and allows you to:
View and book available appointments
View your medication and request further prescriptions.
Send messages to your practice.
View your medical record.
SHP decides how much information is allowed to be seen through Patient Access and how many appointments can be booked online, rather than over the telephone. If you'd like to sign up to Patient Access, speak to reception staff; they will advise you how to log on and join up.

DON'T FORGET, IF YOU ARE UNABLE TO ATTEND AN APPOINTMENT, PLEASE CANCEL IT SO SOMEONE ELSE CAN HAVE IT!

Staffing News

There are now two Clinical Pharmacists within SHP and a third is soon to be appointed.

Four senior reception staff also joined as from 1 November.

Your Doctors – Solihull Healthcare Partnership

Dr M Ali Dr N B Gupta

Dr M Caughey-Rogers Dr B J Dickinson Dr M Font

Dr B Gandhi Dr S L Green Dr S Kotecha Dr K Lad

Dr J Lawley Dr A Lupoli Dr R Pal Dr B Patel

Dr N Patel Dr M Reynolds Dr J Russell Dr M Sterry

Dr E L Stokes Dr M Webb

Patient Services Updates

Treatments:

Warfarin is now available centrally at Blossomfield Surgery for all SHP patients.

Ear Syringing is being recommissioned for Jan/March 2020, however GPs can still provide ear irrigation.

Evening and Weekend Appointments are available at the Blossomfield Surgery for all SHP registered patients:

Blossomfield Surgery, 308 Blossomfield Road
Solihull, B91 1TF

Monday to Friday 6.30pm to 8.00pm

Saturday 8am – 11am

Sunday 8am – 11am

Next Meetings of Patient Participation Groups:

Shirley Medical Centre (SMC) 6.30pm Tuesday 21 January 2020 (Surgery Waiting Room)

Grove 6.15pm for 6.30pm Thursday 9 January 2020 (Solihull Christadelphian Hall)