

Your monthly patient bulletin from SHP Patient Participation Group (PPG)

## WELCOME!

This is the first patient bulletin of the new and unified SHP Patient Participation Group (PPG) and marks a new era in our development.

The monthly bulletin aims to keep you up to date with SHP news, services and staff updates in addition to relevant health and care information as it affects us as registered patients of SHP.



### Signing Up

To receive regular updates including this monthly bulletin, you need to visit the SHP web site and click on the PPG link (top left of the Home page). This will take you to our PPG page.

At the end of the page there is a link to a short form you will need to complete with your details and consent. Once submitted, the form will be directed to the PPG email account and your email will be added to the PPG mailing list.

[shp.ppg@nhs.net](mailto:shp.ppg@nhs.net)

Your details will not be used for any other purposes other than PPG matters.

Please use the above email address for any communication relating to patient services in addition to the following channels:

SHP Social Media:

Facebook: <https://www.facebook.com/SolihullHP>

Twitter: @SolihullHP

<https://twitter.com/SolihullHP>

Website: [www.solihullhealthcarepartnership.nhs.uk](http://www.solihullhealthcarepartnership.nhs.uk)

### SHP Online Event via Zoom

15 June 2021

7.00 pm – 8.00pm

SHP are inviting their registered patients to join them on Tuesday 15th June 2021 for an online patient event, from 7pm until 8pm.

The event will provide an update on what is happening at SHP, the latest update on services and future plans, as well as input from members of the Clinical and Managerial team, including Dr A Lupoli (SHP Board Chair), Mr S New (CEO), who will also answer some frequently asked questions.

More details and joining information will follow on the web site and social media.

### Next Virtual Meeting of SHP PPG

Via Zoom 9<sup>th</sup> June 2021

5.00pm to 6.00pm

An invitation and link will be sent through [shp.ppg@nhs.net](mailto:shp.ppg@nhs.net) on Tuesday 8 June 2021

### How does Online Consult work?

To continue to address the increase in patient demand and in digital use as outlined in the NHS Long Term Plan <https://www.longtermplan.nhs.uk/> Online Consult allows patients to request **non-urgent assistance** on specific aspects of healthcare from the practice.

Online Consult is for **non-urgent clinical queries only**. In order to ensure that the service is clinically safe for patient use online, the services currently available are as follows:

- Sick notes (Fit to Work) requests
- Repeat prescription requests
- COVID vaccine queries
- Childhood immunisation queries
- Smears queries

Online Consult is only available to patients who are currently registered with SHP.

The surgery strives to deal with your request on the same day but during busy periods, it may take up to two working days to respond. Therefore, please note, for patient safety, Online Consult is only available Monday to Friday, excluding Bank Holidays.

### Ordering Repeat Prescriptions:

As part of the roadmap out of lockdown, from the 21st June 2021, the service of repeat prescription ordering is returning to online via the NHS App or

Patient Access, or by visiting one of the surgeries.  
From that date requests cannot be taken by telephone unless your medical records state that your condition necessitates this.

The fastest and easiest way to order your repeat prescriptions is to go to –

<https://solihullhealthcarepartnership.nhs.uk/online-services/>

and sign up to the NHS App or Patient Access.

If you are unable to do this then you are still able to use the right-hand side of your prescription, and either send it by post or hand it in at one of the prescription boxes at one of the surgery sites.

**Prescriptions may only be ordered by our patients, their carers or relatives.** Prescriptions can only be ordered by your pharmacist where it has been agreed and noted in your medical records.

Prescriptions can now be sent to the pharmacy electronically. If you would like to nominate a pharmacy to receive your prescriptions electronically please ask at either the pharmacy or via the NHS App or Patient Access, or by visiting one of the surgeries.

It is hoped this will make it easier for patients to access their repeat medication and support continued improvements to call wait times for those patients calling to book an appointment.

### **Travelling between sites**

**Did you know** NHS Volunteer Responders help people to get to their appointments?

One in three older people find it difficult to get around, particularly if they don't have a car or find public transport challenging. Royal Voluntary Service provides community transport to help older people get out and about more independently, to stay active and social and to get to where they need to be.

Royal Voluntary Service volunteers provide Patient Transport for essential appointments and visits to and from hospital, to a GP or other medical appointments where confidence or mobility issues can make it difficult to attend on time or to use public transport.

The volunteer drivers take people who don't just need help with transport to GP, hospital and dental appointments, but for shopping trips and to local social events and activities too.

**Call 0808 196 3646 (8am to 8pm)** or visit

<https://www.royalvoluntaryservice.org.uk/our-services/getting-out-and-about> for more details.

### **SHP Facilities Manager is thanked as regular plasma donor**

Rajeev Verma, Facilities Manager for SHP, has the highest antibody levels of any Asian donor so far, and is supporting the NHS Blood and Transplant's (NHSBT) convalescent plasma programme by donating his plasma to help people with COVID-19.

He had coronavirus and had to spend a few nights in hospital with breathing difficulties. Rajeev said: 'COVID-19 is very dangerous and it can attack anyone, regardless of colour or creed. There are so many symptoms that you have to endure and fight against'.

Rajeev has also received a letter from Matt Hancock to thank him for the support he has given to the NHS in tackling the COVID-19 pandemic by becoming a regular donor. Rajeev is one of a very small number of people who have made 6 or more plasma donations.

'Donating plasma was a new and pleasant experience, the nurses were very supporting and reassuring and the process took around 35mins. If I can help in the research and save someone's life with my donation, I would do it with great pleasure. It is better to give than to receive'.

'I find that some people from the Asian community take a step back when you say you have had coronavirus. I am very open. I think there needs to be more awareness. I would very much support people talking more and feeling able to donate.'

Rajeev is also the face on the plasma donation cards to help promote the programme, as well as promoting plasma donation. Find out more using the link below:

<https://www.blood.co.uk/why-give-blood/how-blood-is-used/blood-components/plasma/>

### **Long-term effects of coronavirus (Long COVID)**

For some people, coronavirus (COVID-19) can cause symptoms that last weeks or months after the infection has gone. This is sometimes called post-COVID-19 syndrome or 'Long COVID'.

How long it takes to recover from COVID-19 is different for everybody. Many people feel better in a few days or weeks and most will make a full recovery within 12 weeks. But for some people, symptoms can last longer.

The chances of having long-term symptoms does not seem to be linked to how ill you are when you first get COVID-19. People who had mild symptoms at first can still have long-term problems.

Use this link to read more about Long Covid and how to manage your recovery.

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

The Bernays and Whitehouse practice was originally founded in 1883, becoming the first partnership formed in the Solihull area when Dr A V Bernays (Solihull) joined Dr E St J Whitehouse (Shirley) in 1895.

<https://www.shirleymedicalcentre.com/Home>