

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



Recently, we were able to arrange for one PPG member, to have a face to face meeting with Steve New (CEO SHP) to discuss the challenges and developments within the Partnership. Here is his report:

'The meeting with Steve included a walk around the Shirley site and the telephone contact centre, which was showing a 25 mins average wait.

Since we initially discussed having the meeting, things have moved on and Steve of course focussed on the new contact centre operations which were implemented on the 12th October and the Winter Pressure arrangements.

He outlined the revised contact handling procedure, with different routings based on the callers requirements.

The key problems remain resources in the contact centre.

The issues are:

- Staff retention, many find the role stressful, and are subject to abuse from some callers.
- Sickness levels are high
- Training takes time and eats into existing resource whilst training is undertaken and contact handling times are longer during training.

We also discussed medical staff resources. There are currently 17 Partners. Many young doctors only want to work part time which can restrict capacity We also discussed having a Q&A section on the website, covering FAQ's, which Steve thought would be helpful'. DB

Blossomfield Winter Pressures Hub

A message to the patient group from SHP;

The SHP PPG have been an invaluable asset to the new winter pressures SHP Blossomfield Hub. We are extremely grateful for your assistance with greeting and ensuring patients follow COVID-19 safety and policy.

The role of the volunteers in meeting and greeting patients, asking them to sanitise their hands with gel provided and ensuring they are wearing a mask, as well as taking their temperatures, has been crucial in ensuring the safety of both patients and staff.

A huge thank you to all the volunteer members for their help – their time and support is much appreciated by both our patients and the Team at SHP.

#thankyou #SHPPPG

How to contact us and ask for help?

All sites are still open and available for patients. SHP are continuing to provide services, and prioritise delivering care, advice and support based on clinical needs.

If you need medical advice or treatment, **please call on 0121 705 1105** or, for non-urgent advice or treatment, **visit SHP website or one of the surgery sites.**

By Phone

**You can call us on. Our telephone lines,
0121 705 1105**

are open from 8am to 6:30pm, Monday to Friday
(excluding Bank Holidays).

Please note: All Care Navigators are now focused on telephone response in another effort to improve access from 8am. This ensures priority focus on patients using the telephone system when the demand is at its highest.

When telephoning, and if you are able to, you will be asked to first discuss your condition/s over the phone with a trained Care Navigator to assess the most appropriate way to provide your care and ensure that it is provided by the most appropriate person.

In person

By visiting one of the surgery sites to ask about booking an appointment, repeat prescription requests and for general queries.

CHANGE!

From Monday 8th November 2021, SHP sites

Shirley Medical Centre
The Jacey Practice

Haslucks Green Medical Centre
Grove Surgery
Monkspath Surgery
Dickens Heath Medical Centre

... will be open from **8:30am to 6:30pm, Monday to Friday** (excluding Bank Holidays):

Masks to be worn at all times.

Please note that the Blossomfield site – Winter Pressures Hub, is not open for walk-ins. Access to face-to-face appointments on this site is by a planned booked appointment **after triage**.

All sites will continue to be closed on **Wednesdays from 12:30pm to 1:30pm**, as part of ongoing staff training and development. This is a priority to ensure an improvement in service delivery and patient care. SHP are also dedicated to continuing to further upskill all Care Navigators with a programme of additional training and development to support clinicians, and to ensure patients see the right healthcare professionals at the appropriate time.

Telephone lines remain open throughout the training. In the event of urgent patient needs, staff can still be contacted. There is minimal impact on service delivery and no impact on appointments. This time has been chosen to coincide with the period of the day when doctors and healthcare professionals are conducting essential face-to-face appointments with housebound patients.

Latest Flu Vaccine Update

SHP are continuing to deliver their flu vaccination programme and are currently inviting patients aged 18 to 64 who are at risk and clinically extremely vulnerable for their flu vaccines via text message and by calling them personally.

Flu clinics are available throughout November, with clinics being held on the 7th, 13th and 14th November at the Monkspath Surgery Vaccination Centre.

SHP are encouraging patients to book their vaccine appointment as soon as possible.

There will be a **children's nasal flu vaccine clinic** on Monday 15th November at Haslucks Green Medical Centre.

If eligible, patients are being asked to book an appointment by responding to the text message sent or by calling 0121 745 9367, between 10am and 4pm, Monday to Friday.

For the latest patient updates, please visit our web site

<https://solihullhealthcarepartnership.nhs.uk/latest-news/>

SIGN UP!

What does your PPG do for you?

What could you do for your PPG?

We have welcomed more **new joiners** to our Patient group (SHP PPG) and would encourage **YOU** to sign up to our mailing list by completing the form available on the PPG space on SHP web site. You will then be contacted by our facilitator through the dedicated PPG email account.

For further information please email shp.ppg@nhs.net

PPG Meeting
The next meeting of our registered patient group will be held on
Wednesday 24 November 2021
From 7pm until 8pm

An invitation and agenda will be sent out, via the PPG email account to those already signed up to the group, on Monday 22 November.

Please try to attend if you can.

Save the date!

International Volunteers' Day
5th December 2021

Breaking News!

From the 3rd November, SHP is taking part in the Community Pharmacist Consultation Service (CPCS), starting with Astwerwell Pharmacy in Shirley and expanding to more community pharmacies local to our surgery sites.

This will help SHP to free up GP appointments for people with more complex health needs and ensure that everyone gets treated at the right time, by the right healthcare professional.

We are keen to hear what you think and will be listening to your comments and feedback about your experience of using this service.

For more details, visit the SHP web site: <https://solihullhealthcarepartnership.nhs.uk/latest-news/>