

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



A day in the Life of... a Care Navigator

My name is Cathrina and I'm a Care Navigator at Solihull Healthcare Partnership.

The 84-year-old pensioner possibly having issues with addiction to controlled drugs, a mum with an unwell five-year old child, an agitated patient who has run out of anti-depressants and a bereaved family reporting the death of a loved one.

These are just some of the calls that I received in one day as a Care Navigator with Solihull Healthcare Partnership.

My typical day runs from 12.30pm until 6.30pm, and it's an intense afternoon of back-to-back calls from the physically and sometimes mentally unwell. My role and that of my colleagues, is to listen and safely signpost patients to the most appropriate source of help provided by SHP which can include their GP, a community pharmacist, nurse, minor operations or other community services such as sexual and mental health services.

Many of the calls we receive at our hub based at Shirley Medical Centre may not require the services of a GP, and our role as specially trained Care Navigators is to help ensure patients see the most appropriate healthcare professional or service for their needs.

Loneliness and heartache can't be cured with a prescription however and it's a sign of the times that so many of us are suffering with our mental health.

Often the elderly or vulnerable person who has called to see their doctor also wants to just talk.

I took a call from a 94-year-old lady who was also the carer for her husband who had dementia. She couldn't walk far so found it hard to drop off her repeat prescriptions at her local surgery.

She didn't have access online and didn't like to ask either of her daughters for help. She was able to ring us though so it was important to reassure her that her medication would be sent to her pharmacy in good time. But it was also a chance to ask if there was anything that we could help her with and if the surgery's Social Prescriber could offer her assistance.

At the other end of the scale, I had an anxious mum who was worried that her son had a sore bottom which turned out to be worms. It was a simple case of popping to her nearest pharmacy to obtain medication to treat the whole family, therefore saving a GP appointment for someone more in need.

Many of my calls are patients following up the results of blood tests and referrals or are requesting repeat prescriptions. Some are worried that their pharmacy has not got a particular medication in stock. We can seek the advice of our in-house pharmacy and pharmacy technician team - pharmacists are highly qualified medical professionals with at least five years of training.

Answering the hundreds of calls each day is often like opening Pandora's Box; suicidal patients who are urgently dealt with, a newly pregnant woman booking her first midwife appointment or a call from a Marie Curie specialist nurse dealing with the final days of a patient's life.

It's astoundingly busy and we often bear the brunt of people's frustrations, but helping patients to live their best life is so rewarding and I wouldn't swap my job for the world.

Blossomfield Winter Pressures Hub

A huge THANK YOU to each and every one of our volunteers...

Following International Volunteer Day on the 5th December, we want to say a huge THANK YOU to each and every one of our volunteers for their

time and support at the Blossomfield Hub, with volunteers from the SHP Patient Participation Group (SHP PPG). Your time and participation as volunteers have made a real difference to Solihull Healthcare Partnership, its patients and the local community.

Each year, hundreds of millions of people volunteer their time and skills to help make the world a better place - THANK YOU to all volunteers everywhere!



Members of the SHP PPG receiving thank you gifts from SHP as part of International Volunteer Day

Walk-In Flu Clinic...

All eligible registered patients are being invited for flu vaccines and SHP will hold a pre-Christmas **booked and walk-in flu vaccine clinic this weekend, on Sunday 12th December, at the Monkspath Surgery Vaccination Centre**

The flu vaccine is being given free on the NHS to;

- all children aged 2 to 4 and 0 months
- adults aged 50 and over (including those who'll be 50 by 31 March 2022)
- adults aged 18 to 64 and those under 18 who are at risk and clinically extremely vulnerable
- pregnant women

If you are a registered SHP patient and eligible as above, you can attend the flu clinic on Sunday 12th December as a **walk-in patient, between 9am and 12pm**. Alternatively you can **book your flu vaccine appointment by calling the vaccine line on 0121 745 9367**, 10am and 4pm, Monday to Friday.

Get your flu vaccine this Sunday and be protected, ready for the festive season!

For the latest patient updates, visit SHP web site

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

SIGN UP!

What does your PPG do for you?

What could you do for your PPG?

If you want to make a difference and be involved in SHP development and service delivery, please complete the form available on the PPG space on SHP web site.

For further information please email

shp.ppg@nhs.net

The first meeting of our new PPG Committee is to be held online on Thursday

9th December 2021

Notes of the meeting will be sent to all patients on our PPG database.

Patient Corner

At a recent PPG meeting it was suggested that patients might like to share their own updates, articles etc that they think would be useful for, or interesting to, our patient community. If you would like to volunteer a contribution, please send it to shp.ppg@nhs.net and, space permitting, we will publish!! Many thanks.

If anyone has any feedback around their use of the new Community Pharmacist Consultation Service (CPCS) – as promoted in our November issue, please let us know. Please use the same email address.

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

The next open PPG meeting may not be until January, as time seems to be running out for a December date. We are hoping to set out a full 2022 calendar of open and Committee meetings during our 9th December meeting that will be circulated to the PPG database patients and displayed across all SHP sites. As far as we can see, all meetings will continue to be online.

Therefore, we would like to wish all our readers and contributors a safe and healthy Christmas with your families, a restful holiday period and a positive start to 2022!

