

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



'We all get exactly the same 365 days. The only difference is what we do with them.'



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

**Next online PPG meeting
February 2022
(date to be finalised)**

Details of the meeting and an agenda will be sent to all patients on our PPG database by the end of January.

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.

A day in the Life of... our Physician Associate

My name is Farzana Islam, also known as Sylvia (there is reason for using my middle name but you'll have to ask me the story when you see me!) I am the Physician Associate at Solihull Healthcare Partnership (SHP). I started in June 2020 and have mainly been a part of the acute care team supporting with telephone triage calls alongside GPs, Advanced Nurse Practitioners, Clinical Pharmacists and Care Navigators.

Many people ask me, what is a Physician Associate? My role supports doctors in the diagnosis and management of patients. I am trained to perform a number of roles including assessing and taking medical histories, performing examinations, analysing test results, and treating and managing acute problems and illnesses in children and adults.

Prior to joining SHP, I started my career as a Registered Nurse in Solihull Hospital's Acute Medical Unit and then moved to Birmingham Heartlands Hospital A&E department where I met some Physician Associates that got me interested in the role.

I trained as a Physician Associate and on graduating worked in both Secondary Care (Acute Medical Unit/Accident & Emergency) and Primary Care, following which I then worked in a General Practice in Birmingham for over a year.

My typical day starts at 8am with telephone triage calls, which can be everything from patients with chest, urine and ear infections to mental health and more – no one day is the same!

Today, for example, I called an urgent ambulance for a very unwell seven-month old baby to go to hospital, admitted a patient to hospital with a suspected Pulmonary Embolism, and gave urgent support to a patient suffering with mental health decline and liaised with the mental health crisis team.

I also have face-to-face consultations following the initial telephone consultations - this can vary depending on the calls we receive on the day and their presenting complaints – and I contact patients

to follow up from their recent consultations to find out how they were progressing and if they needed any further treatment.

Due to the latest COVID-19 restrictions, and to protect vulnerable patients and staff members, I also see patients with suspected COVID-19 in the Ambulatory Assessment Unit at Blossomfield site or on a designated car park area on surgery sites. This allows us to ensure patients are seen and assessed for how unwell they are and if they need referring for further treatment and urgent care at hospital.

My typical day also includes working with the pharmacy team and duty 'on call' doctors to assess acute patients contacting us with their on-the-day needs, and playing a key part in the team that delivers acute care for patients.

In between patients, I review blood test results, swabs and other investigations, as well as referrals, and go through hospital letters from Consultants to review if any further action is required for the patient as follow up.

It's a great role and I love being able to provide care for our patients. At the beginning some patients were sceptical of my role and just wanted to see a GP, however once I've explained who I am and what I can do, I've had nothing but great feedback from patients.

Solihull Jab Cab - Taxi service to help residents get their COVID-19 vaccinations



Haven't been fully vaccinated yet?
Stuck for transport?

Solihull residents can now take advantage of a taxi service to and from local NHS COVID-19 vaccination centres.

The NHS-funded taxi service is for people who can't easily get to a vaccination centre by walking, driving; or using public transport for their first, second or booster jab.

Residents simply need to call 0121 704 8058, leave their name and number, and a customer services advisor will call them back.

Advisors can help anyone who is struggling to book their vaccination appointment online. Once an appointment is booked at a vaccination centre in Birmingham or Solihull, the Jab Cab will be arranged to pick up, wait for, and then drop residents back home.

The service is being funded by the NHS to ensure all eligible residents can access a vaccination site and have the level of protection needed against COVID-19.

For full details visit - [Solihull Jab Cab: taxi service to help residents get their COVID-19 vaccinations | solihull.gov.uk](https://www.solihull.gov.uk)

PPG note: This message ties in with an update from the CCG for us all to encourage full vaccination for all those who are eligible.

Apparently, this week there are 20 000 booked and 10 000 walk- in appointments available that are not filled yet!! Thank you.

Patient Q&A

Question:

When you say 'no face-to-face' appointments, my family member has her bandages changed every week, can she be seen?

Answer:

Please be assured that face-to-face Planned Care appointments will continue at your usual SHP surgery site where there is an appropriate clinical need, such as dressings appointments with our nurses.

Dressings are one of a number of appointments that need to be delivered face-to-face. However, please do inform us if your family member either tests positive for COVID-19 or has COVID-19 symptoms, as we have set up a dedicated SHP Ambulatory Assessment Unit to ensure that we can continue to deliver face-to-face appointments in a way that manages both patient and staff safety.

PANORAMIC: Do you know someone who could take part?

The PANORAMIC antivirals study has now recruited over 2,240 participants. If you know someone who has recently tested positive for COVID-19 who may be eligible - please ask them to [consider taking part](#).

Read more about one of the first participants to take part, who is from our region, in [a recent BBC News article](#). Both our West Midlands PANORAMIC Hubs - Stourport Medical Centre and Budbrooke Medical Centre - have recruited their first patients.



Tested positive for COVID-19 and are experiencing symptoms, starting in the last five days?

Aged 50 or over? Or 18 or over with an underlying health condition?

Then you might be able to join the PANORAMIC Study and help to find new treatments for COVID-19.

Click here to find out more:
www.panoramictrial.org
08081 560017