

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



GP surgeries remain at level 4 - official

An update from SHP:

We continue to follow the Government guidance for healthcare settings in line with the UK Government National Alert System COVID-19 threat Level 4 and Level 4 of our COVID-19 Response Action Plan to ensure the safety of both patients and staff, whilst still maintaining a local and responsive primary care service for our patients.

As soon as we receive notification of any updates to Government guidance for GP Practices, we will review our COVID-19 Response Action Plan and notify patients as soon as possible.

Feeling lonely is something that all of us can experience at any point and it can have a huge impact on our wellbeing. It's important to remember that these feelings can pass and that there are lots of ways we can help each other too.

Fancy a cuppa? Fancy a walk? Sometimes reaching out to each other with as little as three words can make a big difference.

As part of the Better Health: Every Mind Matters campaign, the Department for Digital, Culture, Media and Sport are encouraging people to 'Lift Someone Out of Loneliness' by taking a simple action to help someone who may be feeling lonely. If we do this regularly, we can all help to lift each other up.

[Find out how you can help to lift someone out of loneliness](https://www.nhs.uk/every-mind-matters/life-challenges/loneliness/)

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A day in the Life of... a Pharmacy Technician

My name is Kayleigh and I am a Pharmacy Technician here at Solihull Healthcare Partnership (SHP).

I previously worked as a Pharmacy Technician in Boots after qualifying in 2013, followed by an online pharmacy and then joining Monkspath Surgery in 2016 as a Receptionist. I took on additional training and qualified as a pharmacy technician in 2021.

The most frequent question I am asked is, 'What is a Pharmacy Technician'? Pharmacy Technicians play an important role within general practice and complement the more clinical work of our clinical pharmacists. We are healthcare professionals registered with the General Pharmaceutical Council and in general practice, PTs support pharmacists and GPs by undertaking tasks such as medicines reconciliation on discharge, management of prescription queries and repeat requests, helping patients to get the best from their medicines by increasing their compliance and concordance, recommending over-the-counter medication using national guidance, improving repeat prescribing processes including promotion of repeat dispensing and online ordering, minimising clinical risk and aiming to reduce wasted medicines.

My typical day can be anything from monitoring blood test appointments made for patients on blood thinning medication, to assessing safety alerts from the Medicines and Healthcare products Regulatory Agency (MHRA), to managing a request from an appliance provider who is requesting us to order incontinence products for example.

I love that every day is different. One minute I can be booking a patient in for a complex medication review with a Pharmacist, the next I can be dealing with a query from a patient checking if their hospital changes for medication have come through and medical record is up to date. I can be contacting a hospital to chase the relevant documents before medication can be prescribed for a patient as requested by one of our Doctors, and then I can be sending out a text message to patients to inform them that if they use steroids they may need a steroid card. It certainly keeps me busy!

I enjoy the role as you can continue to develop your clinical knowledge and skills (I'm currently doing an asthma course so that I can undertake patient reviews in the future), and I get to have direct contact with our patients. It's so great to be able to go back to patients and tell them their medication is

ready following a hospital appointment. I like ensuring patients have their medication in time, that they are happy and that we are helping.

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 next PPG Committee meeting will be held online on Thursday 17th February 2022

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

The next full PPG meeting is being scheduled for early March 2022 and details will be sent to the PPG database shortly once the agenda has been finalised.

Patient Corner

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/>

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://solihull.gov.uk)

Medical and Clinical Research is vital for the health of our nations. The PANORAMIC study is making a difference. Please take a look at the details and consider being part of our future. Thank you!



✓ 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



<http://www.digikick.co.uk>

In a world where accessing the internet is increasingly vital, no one should be left behind. Free, informal sessions in small, social groups for anyone to join in and find out how the internet can work for them are organised by this group!

It works through a referral system (self and third party) and we're not yet sure how this is functioning currently but it's worth exploring. Their aim is to develop people and their communities by giving them the digital skills and confidence.

Get in touch to find out where a DigiKick project can help you, your family and community and let us have any feedback through our patient email...

shp.ppg@nhs.net