

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



Patient Corner

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](http://www.nhs.uk/every-mind-matters/life-challenges/loneliness/)

www.nhs.uk/every-mind-matters/life-challenges/loneliness/

A PPG member forwarded this information, from Solihull Updates, for us to share with family, friends, neighbours:

A new Mental Health drop-in service will be available for all Solihull residents from 18 years and over, from the start of April 2022.

Run by 'Mental Health Matters' on behalf of Solihull Council, the service will offer one-to-one support and group sessions seven days a week from community locations in north, central and south Solihull.

The drop-in will provide a safe space for people to access support information on a range of topics including wellbeing and housing and employment. It will also provide opportunities to socialise with others in a comfortable, non-judgemental environment.

You don't need to be referred to this service by your GP or other healthcare professional, and there's no

commitment to attend every week. The service is about helping people with their personal recovery and getting them back on their feet.

Sessions will be delivered at three community locations: Solihull Methodist Church (Blossomfield Road), LAYCA Community Centre in Shirley and Chelmsley Wood Town Council (#Chelmsley Wood.

Please circulate this information as widely as you can... our mental health matters. Thank you

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 21st April 2022 From 1.30pm to 2.30pm

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

The next full online PPG meeting is 21 April 2022 from 7pm to 8pm Details will be sent to the PPG database emails shortly, once the agenda has been finalised.

Patient stories...

'Yesterday I developed a nasty earache so just took a couple of pain meds and thought it might be better today. This morning, however was worse and really painful.

After developing a nasty earache that wasn't alleviated with Paracetamol. I called the surgery and only waited about 20 mins before getting through

Once the call was answered, the Care Navigator explained that no bookable appts were left but she could get the community pharmacist to call me to see if he could help.

The pharmacist from Asterwells called a couple of hours later and talked through my symptoms. He

said it might be an ear infection so he would refer back to the surgery and that they would call me. A little while later <SHP name supplied> called and offered me an appt at Blossomfield at 5pm that day with a Nurse Practitioner. I was prescribed an antibiotic spray and an instruction to go back in a week if no better. First time I've seen a Nurse Practitioner and must say he was great – very thorough'.

PPG member

A Day in the Life of... a Practice Nurse

My name is Calum and I've been a Practice Nurse for Solihull Healthcare Partnership (SHP) for the past year and a half.

I've been a registered nurse for eight years and after initially qualifying I worked at Queen Elizabeth Hospital Birmingham in ambulatory care. However, I always had a desire to work in primary care in the community, so switched to working as a Community Nurse and then became a District Nurse for six years. During this period, I completed a Postgraduate Diploma in Community Care, which enabled me to develop my skills in order to manage more patient cases in order to provide high quality care in the community. In addition, it enabled me to assess a wide group of patients ranging from acute to long term conditions and palliative care. During this time, I had close contact with the Solihull GP practices and decided I would like to take on the role of a Practice Nurse, as many of the skills I learnt as a District Nurse were transferable and I really enjoy the continuity of care by being able to assess and review patients on a regular basis, with the opportunity of building a rapport with patients.

When starting with SHP, my role was as a Treatment Room Nurse, and I was supported to go on and complete a Postgraduate Certificate at University in the fundamentals of practice nursing. This covered a wide range of skill and knowledge necessary to fulfil the role of Practice Nurse.

In my role as a Practice Nurse, I work with a wide and diverse patient population, and as part of SHP's multidisciplinary team. I deliver a wide range of care to our patients, making every day different. This starts by assessing the patient holistically during our consultation, using my skills and experience gained over a number of years and education to gather a detailed history, assess the patients' needs, discuss treatment options and deliver a plan of care for them.

Some of my typical day duties include delivering nationwide immunisation programmes such as child and adult immunisations, travel immunisations and the more recently the COVID-19 vaccination programme, as well as delivering patient education,

health promotion, disease prevention and lifestyle advice, leg ulcer assessments and treatment, sexual health and contraception, phlebotomy, minor illness clinics, all types of wound care acute, chronic, postoperative and the removal of sutures and clips. In addition, I manage long term conditions such as diabetes, assess patient observations including blood pressure (BP), pulse, oxygen saturation, temperature, ECG, urinalysis and administer different types of medicines and educate patients on their use of medications.

There is no such thing as a typical day for a Practice Nurse, however my day will generally involve face-to-face appointments with approximately 28 patients on a shift, depending on what care is required. I work a variety of shift patterns and across multiple surgery sites that form part of the SHP Primary Care Network. I may spend one day seeing a particular type of patient group, such as a leg ulcer clinic or child immunisations, and then go on the next day to assess patients with a variety of concerns in a general clinic where each appointment is a different need.

In a day I can deliver everything from wound care, performing observations such as BP and ECG, taking blood sample for reviews and administering vaccinations for travel to administering a range of medications, performing diabetes reviews, assessing patients with minor illnesses, discussing patient blood results and providing lifestyle interventions to improve their condition. As part of every day I also perform a variety of checks, such as checking emergency equipment, ensuring medicines are stored correctly and safely, and ensuring infection control standards are maintained.

As a Practice Nurse my role and responsibilities are constantly changing, which makes every day different. As well as maintaining my medical knowledge and skills, and adhering to the standards set by the Nursing and Midwifery Council, I attend further education training courses in order to deliver even more effective care to a wider and more complex patient group. SHP have also supported my current training course, a Post Graduate Certificate in Independent Prescribing, which means when completed I will be able to prescribe medicines to certain patient groups, resulting in increased patient access to timely prescriptions and continuity of care. To find out more about the roles and multidisciplinary team of professionals at SHP that play their vital part in patient services, visit our web site at

www.solihullhealthcarepartnership.nhs.uk