

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



**HAPPY NEW YEAR TO ALL OUR READERS!!!**  
(patients and staff!)

**Happier January 2023**



...focusing what's within our own control and supporting positivity!

### Patient stories

Many thanks to C for sharing their story and starting our new year off with positive experiences...

*On Tuesday, after the bank holiday, I rang at 8.00am and had to redial a couple of times but got through in about 20 minutes. I was promised a telephone consultation with an Associate at 10.45am. I received the call and a prescription was sent to the pharmacist, I was also referred to see a consultant. I had the hospital appointment the following day. I was told that if I was still in pain by Friday (today) to ring back.*

*I rang back this morning, again it took just 20 minutes to get through and was given a face to face appointment for later this morning. OK the appointment was not at my local*

*surgery but I was seen and the GP was really helpful.*

*So, no complaints from me, just grateful things are getting better.*

**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](mailto:shp.ppg@nhs.net)

**SAVE THE DATE!!**

**We're holding our first AGM this month...**

**WHEN? Thursday 19<sup>th</sup> January 2023**

**WHERE? Solihull Christadelphian Hall, Grove Avenue, B91 2AH**

[https://www.google.com/maps/d/viewer?mid=1B71KWvBVwoase7O5EKeEbdtiR1g&hl=en\\_US&usp=sharing](https://www.google.com/maps/d/viewer?mid=1B71KWvBVwoase7O5EKeEbdtiR1g&hl=en_US&usp=sharing)

**Time? 6pm to 8pm**

**Very light refreshments will be available from 6pm with the start of the meeting around 6.20pm/6.30pm to allow for signing in and our Due Diligence procedures.**

**Agendas available on the night.**

**The next PPG Committee meeting is scheduled for Thursday 9<sup>th</sup> February 2023 at Monkspath Surgery 6.30pm – 7.45pm**

**The next full PPG meeting after our AGM, will be held on 27th April 2023**

**(NB: this structure may change once the new committee has met in February)**

**Thank you for your continuing support and patience.**