

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



Primary Care Networks- what are they?

<https://www.kingsfund.org.uk/publications/primary-care-networks-explained>

SHP is a Primary Care Network... one of five in Solihull. Use the link above (or copy into your browser) to find out what they are and why they were developed by NHS England.

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 26th May 2022 from 7.00pm to 8.00pm
Notes of the meeting will be sent to all patients on our PPG database.

The next full online PPG meeting is scheduled for 28 July 2022 from 7pm to 8pm but we are planning to reschedule this as requested by some PPG members. Additionally, this date is the Opening Ceremony of the Birmingham Commonwealth Games and we felt that it was important that we weren't a distraction for this exciting local occasion!

Details of the rearranged meeting will be sent to the PPG database emails shortly, once the new date and agenda have been finalised.

Patient stories...

Please let us have your stories and experiences of where you've benefitted from SHP services and staff. We all know that complaints can be raised through SHP dedicated complaints channels so it would be good to share where you've had positive experiences.

We also intend adding a new section;

PPG Question of the month...

... Where we will collect common questions from patients at meetings for your information. We want to reach as many registered SHP patients as we can, not just those within our email database. Should you wish to join our secure database and receive information and our Bulletins directly,

please complete the form on the SHP website. Click on the Patient Participation Group link, complete the form and submit it. We will pick it up and get back to you. Alternatively, email us on shp.ppg@nhs.net

Thank you for your support!

A Day in the Life of... a General Practitioner (GP)

Hi, my name is Dr Behl and I've been a GP Partner at Solihull Healthcare Partnership (SHP) since 2018.

I've been a doctor for thirteen years and a GP for six years. After qualifying from Leicester Medical School, I have worked across the Midlands in different medical specialities before deciding on a career in General Practice.

Although I initially set out to be an acute medical physician, I was finding the pace of hospital life and the quick turnaround of patients on the wards dissatisfying. I was longing to build relationships with patients, following them on their individual journeys and providing the continuity of care which is the cornerstone of General Practice.

I have since developed a clinical interest in Rheumatology, working in a Community Rheumatology Clinic in Birmingham, having completed a postgraduate qualification from the University of South Wales. I assess patients with a variety of joint and muscle conditions, such as Rheumatoid Arthritis, Lupus and Fibromyalgia, amongst many others. Once again, I see patients from all ages and walks of life, sometimes with quite complicated disease which makes this a particularly interesting speciality. The interplay of disease and how this impacts a patient in their home, work and personal relationships is extremely important and with my GP hat on, I feel I can provide a holistic approach to care.

As a GP Partner here at SHP, I am also very involved with all aspect of running a large practice and this is extremely important. Being able to have a career which balances clinical care along with organisational responsibility keeps me intellectually stimulated to remain passionate about general practice and providing the best possible care to our patients.

I also have roles at Birmingham and Solihull Clinical Commissioning Group within the Workforce team, primarily focussing on recruitment and retention of GP's at a time where there is a significant shortage of GP's within the UK. To overcome this, we offer a variety of

schemes and programme which I oversee and deliver.

My typical day at SHP will involve starting early at 8am, reviewing my clinics of the day and to see which patients have been booked in and whether any home visits have been allocated. Before the clinic starts, I like to authorise prescriptions and review blood results, but this is not always possible due to the sheer volume of work we deal with.

At 8.40am clinic starts, and this can be a combination of telephone, video and face-to-face consultations, which runs right through to midday. The common conditions we deal with are mental health concerns, which has seen a huge surge since the pandemic, but also musculoskeletal issues, minor illnesses, alongside performing medication reviews and reviewing patients with long term conditions such as diabetes. No two days are the same, which makes it really interesting! Also having the pleasure of consulting with children as well as the elderly, or those patients in pain or in anguish means I am constantly changing and adapting my consultation style and approach throughout the day.

Once clinic is done, I will go and do any home visits if allocated, but if not I will use this time to do the referrals from morning clinic, complete my prescriptions, review blood test results and review letters that we receive from hospital clinics or other health professionals. This does generate a lot of work and tasks, and may involve further phone calls to patients.

I then prepare for afternoon clinic, which usually consists of more 'urgent on the day' appointments, which have been triaged by the on-duty team, and planned care appointments, which takes me all the way through to 6.30pm. I usually then continue into the evening to complete any outstanding actions and tasks for follow up from the day, as well as planned care such as reviews for certain groups of patients, including patients with cancer or learning disabilities.

Every day brings with it new challenges, but that's what makes it such a rewarding job, and every day I enjoy delivering the best care I can to our patients.

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