

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



CQC Inspection Report Published 6th June 2022
(carried out April 2022)
This can now be found on the CQC website.
cqc.org.uk/

Overall: GOOD

Safe: Good
Effective: Good
Caring: Good
Responsive: Requires Improvement
Well-Led: Good

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

Solihull Adult Health and Care Scrutiny Board

This was held on Wednesday 8 June 2022 from 6pm and was of particular interest as it was receiving a presentation from senior leaders and managers from University Hospitals Birmingham and the BSol Integrated Care Board (as of 1 July 2022). The presentation was about GP services in the Borough and the future of services previously provided on the hospital site ie. Minor Injuries and the Urgent Care provision.

These meetings are available for all Solihull Residents and are archived. They can be found on the Council webcasting site

<https://www.solihull.gov.uk/councillors-and-democracy/Watchlivecouncilmeetings>

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 Wednesday 15th June 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 has been rescheduled for Wednesday 22nd June 2022 from 7pm to 8pm
Agendas to follow

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...

Q. How do I cancel an appointment that I can't keep?

A. SHP advise us to use the admin address giving as much notice as possible admin.shp@nhs.net Or through the telephone system 0121 705 1105. We know the latter is problematic and we have raised the query regarding a dedicated cancellation line.

A Day in the Life of... a Governance Officer

Hi, my name is Gaynor and I am a Governance Officer at Solihull Healthcare Partnership (SHP). I have been with SHP for just over a year and a half, and in that time I have had many duties within the organisation, including setting up the governance for and subsequently working at, the very first COVID-19 Vaccination Centre Clinic at Monkspath Surgery back in December 2020, which was ground breaking and I was proud to play a part in. Since graduation, I have worked in many different industry sectors including IT and Postgraduate Medical Education, before joining the NHS in 2019. My role at that time involved co-ordinating the Extended Access and Anticoagulation programmes across North and South Solihull, where I was first introduced to SHP!

So, what is Governance in healthcare?

It is referred to as clinical governance, "a system through which NHS organisations are accountable for continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which excellence in clinical care will flourish". It involves monitoring systems and processes to provide assurance of patient safety and quality of care across the organisation.

In General Practice, the Care Quality Commission states governance is a systematic approach to maintaining and improving the quality of patient care and service delivery. It should be given a high priority by all healthcare providers.

As Governance Officer my role is varied. For example, yesterday I was updating our intranet with very important Safeguarding information following the Safeguarding Network Leads Meeting. This included research into the importance of engaging male carers in the prevention of non-accidental injury of children under the age of 1. Today, in conjunction with our new Service Delivery Managers at SHP, I am in the process of writing site information sheets for new colleagues joining the team. Even though all of our sites are based on a standardised operating model, there are subtle differences at our surgery sites, such as where the Fire Marshall jackets are kept.

A key part of my role is also distributing policies via our intranet to colleagues across SHP, which are ever changing due to changes in our processes to improve delivery and/or legislative requirements. For example, we have just received new Information Governance templates from our Data Protection Officer, which I am updating and distributing for SHP.

It's important that we keep our patients up to date too and one really great way of doing this is via the surgery site noticeboards. One of my responsibilities is to keep these up to date with legislative requirements, such as liability insurance certificates, CQC registration, ICO certificate and Data Protection Policy, as well as health and safety information such as Fire Meeting Point and our Zero Tolerance Policy. We have recently had an emphasis on Abuse and reporting this, along with support pathways for those patients who may be in abusive relationships. We also display NHS Monthly Campaign posters on our patient boards. For example, this month it was Chest Pain – Dial 999, and last month it was Cervical Screening and the importance of making timely appointments for check-ups.

As governance is a high priority for SHP, my role is a busy one, but one that I really enjoy. It is great to be part of a team that provides an effective governance framework to support the delivery of good quality care to our patients.

To find out more about the roles and multidisciplinary team of professionals at SHP that all play their part in patient services, visit www.solihullhealthcarepartnership.nhs.uk