

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

IMPORTANT: Please wear a face mask in surgery sites

With COVID-19 infection rates on the rise, please be reminded that all patients are asked to wear a face covering at all times while visiting the surgery sites, unless exemptions apply.

We all need to help to keep staff and other patients safe, and continue to reduce the risk of infection.

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 Thursday 21 July 2022 from 7.00pm to 8.00pm via Zoom
Notes of the meeting will be sent to all patients on our PPG database.
The next full online PPG meeting has been scheduled for a date to be arranged in September 2022 from 7pm to 8pm
Agendas to follow

A Day in the Life of... a Physician Associate

We shared an article from one of SHP's Physician Associates in January 2022, but patients have been asking about this role within the growing Allied Healthcare Professional (AHP) staff at SHP so here it is again, together with the education pathway as outlined by the NHS.

Education Pathway for Physician Associates

Physician associates are clinical graduates trained in the medical model. They must pass an intensive 2- year university course at diploma or Masters level to learn clinical knowledge and skills after completing a 3- year biomedical or healthcare related degree. They train in both the acute sector and primary care to gain a rounded patient centred clinical experience.

PAs have a greater focus on patient care. Whilst Nurse Practitioners follow a nursing, patient-focused model, Physician Associates

follow a disease-centred (medical) model of practice.

The original article:

My name is Farzana Islam, also known as Sylvia (there is reason for using my middle name but you'll have to ask me the story when you see me!). I am a Physician Associate at Solihull Healthcare Partnership (SHP). I started in June 2020 and have mainly been a part of the acute care team supporting telephone triage calls alongside GPs, Advanced Nurse Practitioners, Clinical Pharmacists and Care Navigators.

Many people ask me, what is a Physician Associate? My role supports doctors in the diagnosis and management of patients. I am trained to perform a number of roles including assessing and taking medical histories, performing examinations, analysing test results, and treating and managing acute problems and illnesses in children and adults.

Prior to joining SHP, I started my career as a Registered Nurse in Solihull Hospital's Acute Medical Unit and then moved to Birmingham Heartlands Hospital A&E department where I met some Physician Associates that got me interested in the role.

I trained as a Physician Associate and on graduating worked in both Secondary Care (Acute Medical Unit/Accident & Emergency) and Primary Care, following which I then worked in a General Practice in Birmingham for over a year.

My typical day starts at 8am with telephone triage calls, which can be everything from patients with chest infections, urine and ear infections to mental health and more – no one day is the same!

Today, for example, I called an urgent ambulance for a very unwell seven-month old baby to go to hospital, admitted a patient to hospital with a suspected Pulmonary Embolism, and gave urgent support to a patient suffering with mental health decline and liaised with the mental health crisis team.

I also have face-to-face consultations following the initial telephone consultations - this can vary depending on the calls we receive on the day and their presenting complaints – and I contact patients to follow up from their recent consultations to find out how they are progressing and if they need any further treatment.

My typical day also includes working with the pharmacy team and duty 'on call' doctors to assess acute patients contacting us with their on-the-day needs. I play a key part in the team that delivers acute care for patients.

In between patients, I review blood test results, swabs and other investigations, as well as referrals, and go through hospital letters from Consultants to review if any further action is required for the patient as follow up.

It's a great role and I love being able to provide care for our patients. At the beginning, some patients were sceptical of my role and just wanted to see a GP. However, once I've explained who I am and what I can do, I've had nothing but great feedback from patients.

Thank you, Farzana!

Patient Stories

Thank you to a registered patient for sharing this with SHP recently:

*Magnificent client service!
Popped into Monkspath Surgery in the middle of the afternoon to book an appointment for some blood tests. Practice Nurse (PN) was on reception and what a wonderful reception I received! PN explained she had come to reception to help out because she had become available following the cancellation of a consultation. As she still had some time left she offered to complete my blood tests straight away and put the collection tubes in the late afternoon post for prompt testing. A telephone follow-up appointment was also booked for me to inform me of the results and, hopefully, give me peace of mind asap.
I was in and out of the surgery within 10 minutes and I could not have wished for a better experience - fast, professional, super pleasant and helpful with a fantastic "Can do" attitude. I know I was fortunate with my timing and the PN's availability, however it demonstrates the excellent level of service that can be achieved within SHP.*

... and finally, NHS top tips for coping in extreme heat...



<https://www.nhs.uk/live-well/seasonal-health/heatwave-how-to-cope-in-hot-weather/>