

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



1926-2022

After a 'Bulletin break' during August we're back... albeit in sad circumstances.

Please continue to let us know what you'd like included in the Bulletin and what you find useful... and what's unhelpful! The purpose of the Bulletin is to add another channel through which SHP PPG can share information and keep registered patients up to date with current items of interest across health and care as well as the activities the PPG are engaged in.

A small group from the PPG committee are currently planning some activities to share with you. Watch this space!!

Covid Booster and Flu vaccination schedule – Autumn 2022



From 13th September onwards, 75- year olds and older will be contacted (text or telephone call) for both the booster and flu jab. This will be a Monday to Saturday activity and will last into October. When contacted, we can either book via the link within the text or on the call or call directly on 0121 281 5729 (Covid booking).

We must not call the surgery! Or call ahead before we are invited.

Once this cohort has been vaccinated, contact will be made through SHP by age.

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 was scheduled for 15th September 2022 at Monkspath Surgery but will now be rearranged following the death of Queen Elizabeth II.

The next full online PPG meeting has been scheduled for 20th October 2022 from 7pm to 8pm via Zoom

Agendas to follow

Our first AGM is scheduled for 18th January

A new committee will be introduced. Details of an election process will follow shortly.

Thank you for your patience.

A Day in the Life of... a Service Delivery Manager

Hi, my name is Natasha. I am a Service Delivery Manager at Solihull Healthcare Partnership (SHP) and I've worked in general practice for over nine years.

I started in February 2013 as an Apprentice Receptionist at Monkspath Surgery, which I completed within a year, and then became a permanent Receptionist/Administrator. After a few years I became a Senior Receptionist and in 2017 I completed a diploma course in care leadership and management at University.

In 2019, when SHP was formed, I went on to become a Senior Care Navigator and then progressed to become a Management Support Officer in 2020.

I've been in the role of Service Delivery Manager since May 2022, and look after two of our surgery sites, Monkspath Surgery and The Jacey Practice. Within the teams at my two surgery sites, there are Care Navigators, Doctors and Nurses, that all help with all patient appointments, whether it's face-to-face or telephone appointments.

My role as a Service Delivery Manager is a new role at SHP primary care network and is a very varied one; no two days are the same!

My typical day starts at 7.45am, making sure my surgery sites are ready to open at 8.30am; that all the team are on-site and that any sickness cover is arranged, which can sometimes mean I'm covering for a Care Navigator on reception at one of the sites. Working alongside two other Service Delivery Managers covering our other surgery sites, we all ensure the rotas for both clinical and non-clinical teams are achieved.

A typical day also includes working with our HR, Governance, Finance and Communication teams to ensure that all colleagues and patients are updated regularly, as well as supporting with the training needs of the team, especially with new employees.

I also meet with clinical colleagues to discuss care plans with external providers such as District Nurses, Marie Curie and Macmillan Nurses, to ensure we are all providing the best care packages for any terminally ill patients.

As well as ensuring the teams are on-site, I regularly monitor and inspect my surgery sites to ensure that all facilities are in working order, that we comply with all health and safety standards, and that we are monitoring infection control.

Every day is different as a Service Delivery Manager and it can be very challenging, whether that's helping a patient that's collapsed in the surgery, supporting a blue light ambulance arriving on-site for a patient or managing staff sickness and dealing with the IT computer systems or internet access.

What I enjoy the most every day is being able to help and support our patients and everyone that I work with, problem solving and finding new ways to improve our patient experiences.

I love to see colleagues that I've trained progress in their careers and feeling like I've helped them along the way, as well as seeing a patient say thank you to one of our Care Navigators, Doctors or Nurses, and to know that we have provided the best care for the patient and have achieved something together. When it comes to the end of day, for me knowing that both our team and patients are happy makes all the hard work and long hours worthwhile.

Whilst the past three years have been tough for everyone and the challenging times continue, I hope that as Service Delivery Manager here at SHP I can continue to support and help my colleagues and patients, and bring back some happiness in the NHS.

Patient Stories

Thank you to registered patients for sharing recent SHP experiences:

'I went to Jacey reception to ask for a telephone/face to face appointment as I was worried about some lumps on my tongue. A member of staff rang me back within 2 hours and said they had made me an appointment for 9.30am the next morning. The doctor at Monkspath practice referred me to a cancer oral consultant. From seeing the doctor to seeing the consultant took 9 days. Happy again to say I am OK.

'My husband and I were called for his pneumonia jab and my shingles jab'.

'I presented at Jacey reception at 8.30am to ask for a face-to-face appointment for my elderly neighbour and was given 9.50am the same day. The treatment she had was second to none. Doctor Lad really took his time talking and examining her and even took her hand to take her down the corridor for a blood test. He treated her as if she was his own grandmother'.

I found this online as part of the 'Altruistic August' event from 'Action for Happiness' and believe it is pertinent.

