

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



It's 'New Ways' November!



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 is scheduled for Thursday 17th November 2022

at Monkspath Surgery

The next full PPG meeting will be held as part of our planned PPG AGM on Wednesday 18th January 2023 (see posters at sites)

from 6pm to 8pm via Zoom

Thank you for your continuing support and patience.

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.

PPG volunteers in demand!

Many thanks to PPG volunteers who supported the flu clinics on 22nd and 29th October.

The NHS app

Download the NHS app, or open the NHS website in a web browser, to set up and log into your NHS account. Owned and run by the NHS, this account is a simple and secure way to access a range of NHS services online.

Use your NHS account to:

- **get your NHS COVID Pass** – view and download your COVID Pass for travel abroad
- **get advice about coronavirus** – get information about coronavirus and find out what to do if you think you have it
- **order repeat prescriptions** - see your available medicines, request a new repeat prescription and choose a pharmacy for your prescriptions to be sent to
- **book appointments** - search for, book and cancel appointments at your GP surgery, and see details of your upcoming and past appointments
- **get health advice** - search trusted NHS information and advice on hundreds of conditions and treatments. You can also answer questions to get instant advice or medical help near you
- **view your health record** - securely access your GP health record, to see information like your allergies and your current and past medicines. If your GP has given you access to your detailed medical record, you can also see information like test results and details of your consultations
- **register your organ donation decision** - choose to donate some or all of your organs and check your registered decision

- **find out how the NHS uses your data** - choose if data from your health records is shared for research and planning
- **view your NHS number** - find out what your [NHS number](#) is.

Additionally, SHP offer...

- access to health services on behalf of someone you care for ([proxy access](#))
- view hospital and other healthcare appointments
- view useful links your doctor or health professional has shared with you (via the accurx sms system)

How to... use the NHS app

<https://m.youtube.com/watch?v=I-ublmf5wjs>

How to... better understand blood test results...

<https://www.becketthousepractice.nhs.uk/understanding-your-test-results>

A Day in the Life of... our 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. I have included the education pathway for a Physician Associate 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.

'Quit with Bella'

Quit with Bella is an intelligent, straightforward, and trusted app, offering 24/7 support to quit smoking for good! It can be used as stand alone support to aid people with their quit attempt or

work in conjunction with the Councils Stop Smoking Service which offers free tailored 12-week programmes including one to one support with a specialist advisor and suitable pharmacological support.

Quit with Bella is available for all to download to their smartphone at www.quitwithbella.com.

Please share the information from this poster with family and friends (they don't need to be SHP patients on this occasion). We need to support families and communities as widely as we can. Many thanks.



Solihull Adult Health and Care Scrutiny Board 9th November 2022 6.00pm

Update on access to Primary Care in Solihull and the Re-provision of services at Solihull Hospital

I am including here one item of particular interest to us as patients of SHP, from the full report;

Patient experience

Between May 2022 and September 2022, 19 Solihull complaints out of a total of 158 for Birmingham and Solihull were received by the ICB in relation to primary care services from patients and MPs/Councillors. This is a 63% decrease compared to the previous 5 months data between December 2021 to April 2022, whereby 52 complaints were received. The top two themes in Solihull related to telephone waiting times and access to same day appointments. The 19 Solihull complaints all related to Solihull Health Partnership (SHP) – for SHP this is a 32% decrease compared to the previous 5 months data between December 2021 to April 2022, whereby 28 complaints were received. SHP and the ICB have agreed an action plan specifically focusing on improving access. SHP routinely provide updates to the ICB and regularly update their patients through their Patient Participation Group and practice website.

