

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



December Kindness 2022



41.2% of appointments in October took place on the same day they were booked

Number of appointment within 2-7 Days 5,866, 20.3% of all appointments were within 2-7 Days of booking

Number of appointments within 2 weeks (0-14 Days) 23,950, 83.1% of all appointments were within 2 weeks

How the patient was seen (e.g. in person, by telephone):

22,509 - Face-to-face appointments

78.1% of all appointments in October were carried out face to face.

5,846 Telephone appointments

20.2% of all appointments in October were carried out by telephone.

Who patients were seen by (GP, nurse, other HCP – Healthcare Professional):

- 14,483 appointments were carried out by a GP,
- 50.2% of all appointments were with a GP.
- 14,332 appointments were carried out by other Healthcare Professionals at the practice.

The most recent summary report of access to the practices from SHP:

Solihull Healthcare Partnership (SHP) welcomes the publication of General Practice Appointment Data (GPAD) on Thursday 24th November 2022, and is pleased to see the practice performing above regional and national levels for the number of face-to-face appointments, appointments with a GP and same day appointments for October 2022*.

We see the publication of GPAD as an opportunity to demonstrate our primary care activity and pressures, using appointment data in combination with insights and data from a wider range of sources.

GP Appointment Data Breakdown for SHP for October 2022:

Total Appointments: 28,815

Breakdown of time between booking and appointment date:

Number of Same Day Appointments: 11,869,

As we continue to see high demand with patients contacting us and requests for appointments, our GP's and all healthcare professionals at SHP are working longer and harder than ever before, seeing more patients face to face, as well as offering telephone appointments, every week.

SHP are delivering more appointments than ever with 28,815 appointments in total in the month of October, up 20% compared to the same month last year. Around 97% of all appointments were attended in October 2022, of which over 50% were with a GP, up nearly 7% on the national level for the same period.

78% of all appointments in October 2022 were carried out face to face, up 7% on the national level for the same month, with 41% of all appointments taking place on the same day they were booked and 83% of patients seen within two weeks (14 Days).

Patient Stories

Many thanks to C for sharing this experience:

I went for my monthly blood test at Monkspath yesterday, a little apprehensive as I was seeing someone new to me. Why did I worry? Mrs Saunders went above and beyond and made me feel at ease. I didn't feel the needle and she was friendly and professional. She is a credit to SHP! With so many grumbles about SHP, praise where praise is due.

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

We are also looking to refresh and renew our PPG committee and nominations are now welcome for these roles.

The closing details for submission of nomination forms are as follows:

5pm Monday 12th December 2022

The form has previously been circulated to the PPG database. If you have not signed up to the PPG (which you will need to, to be eligible, please go to the PPG tab on the SHP website, complete the form and then submit. You will then be contacted and sent a nomination form.

We're holding our first AGM in January 2023!!

This is being planned for Thursday 19th January 2023 at the Solihull Christadelphian Hall, Grove Avenue, Solihull. Details are still to be finalised but we do have a start time of 6pm. Further information will be via the PPG email account... please sign up to attend this opportunity to meet fellow PPG members and the Chair of SHP Board, Dr Lupoli.

The next PPG Committee meeting is scheduled for Thursday 15th December 2022

at Monkspath Surgery

The next full PPG meeting will be held as part of our planned PPG AGM on Wednesday 19th January 2023(see posters at sites)

from 6pm to 8pm via Zoom

Thank you for your continuing support and patience.

Please ensure that eligible young children receive the flu vaccine.

The nasal spray flu vaccine is free on the NHS for:

- children aged 2 or 3 years on 31 August 2022 (born between 1 September 2018 and 31 August 2020)
- all primary school children (Reception to Year 6)
- some secondary school aged children
- children aged 2 to 17 years with long-term health conditions

If your child is aged between 6 months and 2 years and has a long-term health condition that makes them at higher risk from flu, they'll be offered a flu vaccine injection instead of the nasal spray. This is because the nasal spray is not licensed for children under 2 years old.

Wishing a very safe and healthy Christmas to all our readers!!



And here's hoping 2023 will bring a better and brighter horizon...

