

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



It's Friendly February!



Patient stories

Many thanks to L for sharing this experience...

'There is nothing like being able to access technology to make information easier to obtain.

The Queen Elizabeth Hospital has a brilliant method called "Myhealthcare" that allows you to check your next appointment - even before you get your letter - find your recent blood results and other helpful information.

You request your consultant to connect you and are given easy directions on how you log on. There are a few easy questions to fill in to make sure you are the only one accessing your information.

If you are unsure about what the blood results mean then ask your Dr before you leave your appointment what you should look for and the ranges that are good or expected for you.

Like the GPs at SHP they do telephone if there is anything to be concerned about.

No need to join queues.

Going to your local surgery, at a quiet time, and asking for a copy of your SHP blood results is easy.

You can be certain that, if there is any need for concern, then a Doctor, from either the Queen Elizabeth Hospital or SHP will contact you.

I have used this system for many years and find it helpful and reassuring.



Although mask wearing is no longer mandatory in public, most healthcare settings ask us to wear a mask when on site at a surgery or clinic. This is to acknowledge that these settings care for particularly vulnerable people and we need to keep each other safe. We also need to protect the staff so that they can be in work helping us to be well. Please ensure that you have a mask available (masks are also at log-in areas on each site) and that you wear it until you leave the building you are visiting.

'It's a mask for everyone'

Thank you.

PPG AGM 19th January 2023

Many thanks to those PPG members who were able to attend our first AGM as a single SHP PPG. We've had some really constructive and supportive feedback and the committee meeting on 9 February will start to shape this feedback into a PPG action plan that we can use to strengthen the patient voice and capture the progress we make and the impact we have this year.

For those readers who are not yet PPG members (see below!), the 'Table Teams' element of the evening considered the following four areas;

What is important for you as a member of our PPG?

What do patients want from their PPG? How do we achieve this?

What should be the priorities for the PPG in 2023 -2024? How should these be actions?

How can we 'grow' our PPG?

We were also asked to think of some more effective ways of reiterating the need for us all to wear masks when on any of SHP sites. We shall be actioning some of these as soon as we can... in the meantime...

'It's a mask for everyone'



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 9th February 2023

at Monkspath Surgery

6.30pm – 7.45pm

The next full PPG meeting will be held on

27th April 2023

(Venue/Platform to be confirmed)

(NB: this may change once the new committee has met in February)

Thank you for your continuing support and patience.

Telephone Flow Pilot

Many thanks to those PPG members who have helped to test this potential new service. SHP are delighted with your feedback which, in turn, has helped them make changes and carry out tweaks for a second test run.

Many thanks to those of you who have shared your messages about your participation and the opportunity to assist SHP in improving the telephone experience. It'd so motivating for all of us to read and share positive messages!

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Our
Future
Health

Helping people to live healthier lives for longer

Today, millions of people spend many years of their life in poor health, suffering from common diseases such as dementia, cancer, diabetes, heart disease and stroke. Too often, these diseases are only treated when patients start showing symptoms. The goal is to revolutionise the way we fight disease by collecting information from millions of volunteers across the UK. Together we can help researchers find ways to prevent, detect and treat diseases earlier.

Use the link below to find out more and take part. Research is an integral part of health and care ... professionals need to know more and earlier for all our sakes. This study enables us to be part of what could be a health and care revolution ... please think about participating... and at least take a look!!

<https://study.ourfuturehealth.org.uk/welcome>

You asked for clarification of Extended Access appointment times;

Mon- Fri 6.30pm to 8.00pm

Saturdays 9.00am to 5.00pm

Pre- booked appointments only. All at the Monkspath site

Coming back next month... 'A Day in the Life of...'