

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



### It's Mindful March!

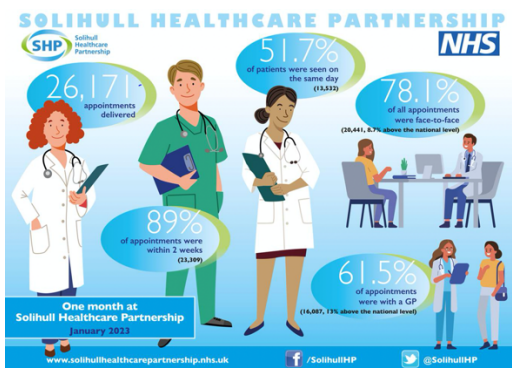


**Mindful March 2023**

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
1. If you find yourself rushing, make an effort to slow down.	1. Set an intention to live with compassion and kindness.	2. Notice three things you find beautiful in the outside world.	3. Start today by appreciating your body and what you're able to do.	4. Notice how you speak to yourself and choose to use kind words.	5. Bring to mind people you care about and send love to them.	6. Eat mindfully. Appreciate the taste, texture and smell of your food.
7. Take three calm breaths at regular intervals during your day.	8. Take a full breath in and out before you reply to others.	9. Get outside and notice how the weather feels on your face.	10. Stay fully present while listening. Turn your nose off fear or offense.	11. Listen deeply to someone and really hear what they are saying.	12. Pause to watch the sky or clouds for a few minutes today.	13. Find ways to enjoy any chores or tasks that you do.
14. Stop. Breathe. Notice. Repeat regularly.	15. Get really absorbed with an interesting or creative activity.	16. Look around and spot three things you really appreciate or pleasure of pleasure.	17. Have a 'no phone' day and notice how that feels.	18. Cultivate a feeling of 'top-tingles' through a hobby today.	19. Focus on what makes you and others happy today.	20. Listen to a piece of music without doing anything else.
21. Tune into your feelings, without judging or trying to change them.	22. Appreciate your hands and all the things they enable you to do.	23. Focus your attention on the good things you take for granted.	24. Choose to spend less time looking at screens today.	25. Appreciate what you're doing and see how it makes you feel.	26. Mentally scan your body and notice what it is feeling.	27. Discover the joy in the small things of life.
28. Choose a different route today and see what you notice.						

**ACTION FOR HAPPINESS**      **Happier · Kinder · Together**

### National GP patient data – January 2023



### Patient stories

Thanks to C for this experience:

*I had to ring the surgery this morning and was impressed. 20 minutes (with lovely calming music) Spoke to a lovely man, via the repeat medications option, and he was so helpful.*

*Thank you for all the work done to get the process so much more user friendly.*

*Keep up the good work. 😊*

...and to S for her use of the NHS app:

### Using your NHS App

*Most people don't even open their NHS App now. Everyone got very excited when their Covid pass appeared on the App but they don't need that now! So what can you see on your App?*

*So click on your App, put in your login and password and what can you see? The first line says View your Messages but SHP don't use this facility. Then it's View your GP Record. Firstly there's a section on Allergies and adverse reactions. 20 years of information appears here. Then Medicines – Acute and Repeat. Acute is useful if you had a prescription for a condition, it got better then flared up again. You can't remember what the GP prescribed! You'll find it here! Then the Repeat prescriptions – a useful section if you're away from home and run out. You have exact name of drug and quantity prescribed.*

*Then there's Immunisations. Useful info. Mine goes back to 1995!!*

*Then an exciting section called Test Results. This gives the results of blood tests, weight and height readings, asthma tests and lots of other stuff. Tempting to consult Dr. Google whether there's an abnormal reading, but rest assured your GP will call you back if there's anything wrong.*

*The next section says Consultations and events but I don't think SHP uses this section.*

*The last section is Documents and again some very interesting reads. Mine goes back to 1992. I'd forgotten I'd had some events!! There are notes from consultants, GPs and hospitals.*

*At the bottom of the screen there are 6 headings – Advice, which gives you information about various health conditions and how to use 111, then Appointments (if you see one here, you've hit the jackpot), ever hopeful one day we'll be able to book appointments on the App, then a section called Prescriptions, to order repeat prescriptions, then Your Health which seems to give the same information as above and lastly*

*Messages (not, I believe used by SHP). By the way, if you do manage to get an appointment, it will be in the Appointments section, with the time, date and doctor or nurses name. Useful if you didn't write it down and are not sure of the time!*

*So do use your NHS App!! If you can't see any particular section, email the practice and ask for access! It may take a little time, but one day you will click on your NHS App and the information will be there!!*

## **A DAY IN THE LIFE OF... Our Contact Centre Manager**

Hi, I'm Richard, I'm the Contact Centre Manager at Solihull Healthcare Partnership (SHP) and I've been working here since September 2022.

I then went to work for Boots as a Pharmacy Dispenser and delivering medical check-ups. It's here I also completed my Pharmacy Technician course. An opportunity then arose to become a Team Leader at Bupa healthcare, where I stayed for seven years, running their Call Centre in Redditch, before then joining SHP.

I enjoy taking on the challenges that General Practice brings and improving services as the Contact Centre Manager, heading up the Care Navigation team and being base at Shirley Medical Centre. It can sometimes be extremely challenging ensuring we can deliver services for patients, ensuring all surgery sites have cover and calls are answered, especially when we have to deal with high levels of team sickness absence.

As it is a new role to SHP, my role as Contact Centre Manager is wide and varied, with no one day the same. However, my day typically starts at 7.30am, checking in with the Care Navigation team, ensuring all surgery sites have Care Navigators on Reception and the whole team are ready to answer the telephones from 8am.

I then complete the daily reporting from the previous day, and send out the latest briefings and updates to the team. The rest of the day is then full, with everything from recruitment and training to individual reviews, team meetings and ensuring the rota is up to date. Throughout the day I work closely with the whole Care Navigation team providing support and trouble-shooting across the whole of SHP and especially in the Contact Centre.

Since joining SHP, I'm proud to say we have recruited more Care Navigators into our Care Navigation team to help deal with demand and continue to improve our telephone answering performance, and are delivering an enhanced ongoing learning and development programme, with additional signposting training.

We have also recently reconfigured the Telephone Access System, with feedback and insight from SHP Patient Participation Group (PPG), which has improved the patient telephone journey with a new call flow process with shorter waiting times, more concise and relevant announcements, and fewer menu options. Feedback so far has been positive and we are seeing reduced call answer waiting times overall.

And when I'm not working, I enjoy dancing and run a dance club, which I have done for the past 27 years, teaching Ballroom, Latin, Salsa and Modern Line Dancing. I'm also a British Dance Council Trained Adjudicator, UK Dance Council Certified Judge and Scrutineer Accredited Instructor. I've been dancing since I was seven years old and I've been lucky enough to travel around the world judging contests in America, Australia, South Africa and beyond.

So, if you see me at any of our surgery sites, don't forget to say hello - and I might even show you a signature step or two!

### **PLEASE REMEMBER...**



**'It's a mask for everyone'**

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**The next PPG Committee meeting is scheduled for  
Thursday 16<sup>th</sup> March 2023**

**at Monkspath Surgery  
6.30pm – 7.45pm**

**The next full PPG meeting will be held on  
27<sup>th</sup> 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.**

