

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



'It's a mask for everyone'

It's Active April!



www.actionforhappiness.org

Get Help Sooner

Our Care Navigators are trained to get you to the right person first.

Don't be offended if they ask you about your condition when you request an appointment

They may suggest a professional who can see you more quickly than your doctor, such as:

- Minor Eye Conditions Service
- Dentist
- Talking Therapies
- Community Pharmacy
- Social Prescribing



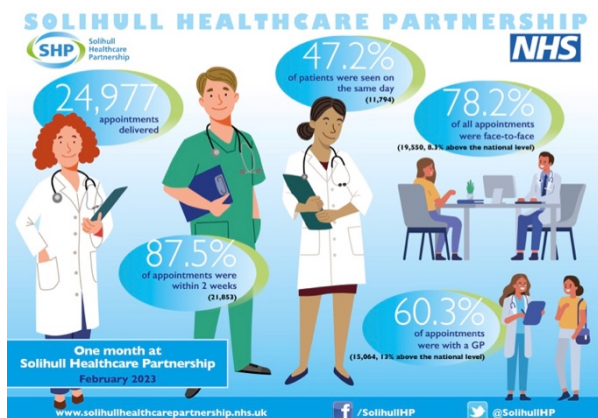
COVID Vaccinations

There will be patient communication coming out shortly from SHP regarding COVID-19 Spring Booster vaccine. This will be by invitation only – please don't contact the surgeries. Care Home residents are being vaccinated initially.

Community News (via Nextdoor North Shirley)

'If you're feeling lonely or just want a FREE hot drink & warm food come to our warm hub today at Solihull Masjid (next to Brueton Park). It will be a means to support those who are living with loneliness and affected by the high cost of living. Please share with anyone who needs help. Warm hub is run every Sunday'

National GP patient data – February 2023



A DAY IN THE LIFE OF... the Patient Experience Officer

Hi, my name is Sue and I'm the Patient Experience Officer here at Solihull Healthcare Partnership (SHP).

I started at SHP back in January 2021 as a Care Navigator, as I wanted to give something back to the NHS and my local community during COVID-19. I then moved into a role in the Administration team and from there I joined the Complaints team, which now includes all patient feedback and is known as the Patient Experience Team.

My background previously has been in the financial sector dealing with customer complaints. I started in Financial Services working in various roles and then as a Regional Training Executive for a Credit Card provider. I spent most of my time travelling up and down the country, presenting and providing training to Regional Managers on opening store cards, how to deal with objective handling and the benefits of credit cards, as well as presenting financial and performance statistics.

After five years of travelling every day, I decided to move into an office based role as Complaints Manager, which I did for a further three years. Following this, I then took on a new role as Complaints Manager at another company, heading up their Quality Assurance and complaint handling, as well as reviewing process and systems to improve the customer experience and commercial revenues. A role which I did for eight years.

From there I joined SHP, and since joining have been promoted to Complaints Officer and now Patient Experience Officer as part of the Patient Experience Team.

My typical day starts with spending the first hour answering telephone calls from patients and supporting the Care Navigation team to answer as many telephone calls as possible.

Following answering calls, I then deal with any new feedback or complaints received from patients, acknowledging and logging them in our internal systems, and processing according to our complaints policy and procedure.

We investigate and resolve complaints or concerns via various methods, which includes calling patients to discuss their concerns to issuing clinical complaints to the internal team for further investigation and response letters. We also deal with any patient feedback received via local stakeholders and partners, and external regulatory bodies.

A typical day also includes sharing learnings and best practice internally with the whole SHP team from any patient feedback we receive, to ensure we improve services and deliver the best care we can for our registered patients.

I also meet regularly with the Board, Clinical Leads and Service Delivery Managers to share and review patient feedback, again to ensure we are listening to and addressing all patient feedback and improving our services where relevant.

Part of my day can also be spent working on our monthly and annual reporting, so we can continue to monitor and evaluate all feedback, taking action where needed to improve the patient experience.

In my role as Patient Experience Officer, no one day is the same and every patient's experience and feedback is different. I really enjoy being able to help our patients achieve the best outcomes, and it's great to see the recent reduction in number of patient complaints and to receive positive patient feedback to share with the team.

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 13th April 2023 at Monkspath Surgery

6.30pm – 7.45pm

The next members' PPG meeting will be held on 10th May 2023 (time to be announced)

(We are trialling a hybrid meeting with a limit on face to face attendees- more details to follow via the PPG email account)

Thank you for your continuing support and patience.

