



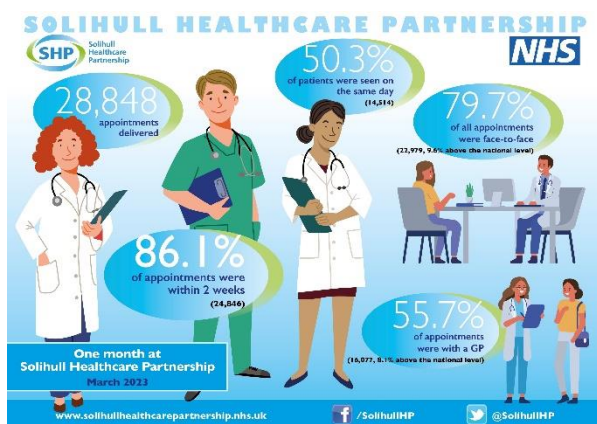
**'It's a mask please at all SHP Sites'**

**It's Meaningful May!**



[www.actionforhappiness.org](http://www.actionforhappiness.org)

## National GP Patient Data March 2023



## Understanding the impact of the pandemic on children's mental health

Solihull Approach, an NHS team of Clinical Psychologists, have developed an online short course for parents to help understand the impact of the pandemic and support emotional health and wellbeing.

The free resource introduces parents to reflective thinking approaches taught across a suite of other online courses. The full series of courses is free to all Solihull residents with the access code: APPLEJACKS. These include antenatal, postnatal, teenage and additional needs courses connected to the understanding your child series on [www.inourplace.co.uk](http://www.inourplace.co.uk)

## COVID Vaccinations

SHP are still working to complete this round of vaccinations. All eligible patients will be contacted with an appointment in due course.

## FANCY A CHAT?



NHS Volunteer Responders are there to offer you or someone you know a friendly phone call and a listening ear through their newly launched Check In and Chat service. Whether it's just a one-off conversation, or regular chats, you can use this service by calling 0808 196 3646.

## A Day in the Life of our Workflow Administrator

Hi, my name is Jaspreet and I have been working at Solihull Healthcare Partnership (SHP) as a Workflow Administrator since January 2021.

Following graduation, I started my career as a graphic designer for a number of years, before then working as a photographer.

After a few more years decided I wanted a change of career, so in 2009 I started working as a Receptionist in a Medical Centre covering maternity leave. From there I then worked in a number of Medical Centres on Reception and in the Administrative departments, before moving to The Wand Medical Centre, where I spent 10 years as an Administrator. It's here I found I really enjoyed coding and wanted to specialise more.

An opportunity then came up for me to join SHP as a Workflow Administrator, which I really enjoy. I work as part of the Workflow team on coding, specialties and clinical changes, and every day is varied and interesting.

A typical day for me starts with a team briefing, where we discuss workflow performance and areas of focus, followed then by checking my electronic document management system for any new clinical correspondence that has come in. The main aim of the Workflow team is to reduce the amount of clinical letters that go to GPs to save them time, which can then be spent with our patients. We are involved in the NHS Time to Change programme and through active upskilling and mentorship reduce the administrative GP burden by 80%.

In my role as Workflow Administrator I process clinical correspondence (paper, electronic and email) in a timely, safe and efficient manner. My day mainly consists of filing, coding and completing any actions on clinical correspondence we receive and

ensuring I pass appropriate issues to GPs, Pharmacists and other members of the practice administrative and clinical teams in line with agreed protocols, including referrals, medication and follow up appointments.

My favourite part of my role is identifying and coding any key clinical data, such as new diagnoses, diagnostic test results, significant health information and health information such as blood pressure recordings, etc.

Every day is different and I enjoy being part of a busy team, for example last month (March 2023) the Workflow team processed over 14,549 pieces of clinical correspondence and saved 273 hours of GP time so it could be spent on direct patient care.

And when I'm not working, I enjoy reading fiction, studying anatomy and physiology, as well as going on drives to the countryside and listening to music.

I'm very proud to be part of the Workflow team and play my part in the vital work being done behind the scenes to ensure our patients receive the best care and services we can deliver.

What does your PPG do for you?

What could you do for your PPG?

### \*\*\* COME AND JOIN US \*\*\*

If you want to make a difference and be involved in SHP development and service delivery, please complete the form available in the PPG section of SHP web site or email [shp.ppg@nhs.net](mailto:shp.ppg@nhs.net) for further information.

The next PPG members' meeting will be held at Monkspath Surgery & On-line (hybrid) on 10<sup>th</sup> May 2023 - 6.00pm to 7.30pm  
Further details to follow via the PPG email.  
Thank you for your continuing support.

The next PPG Committee meeting is scheduled for Thursday 18<sup>th</sup> May 2023 at Monkspath Surgery 6.30pm – 7.45pm