



Health Lines

Issue 24 June 2023

0121 705 1105 Lines open 08.00 – 18.30

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

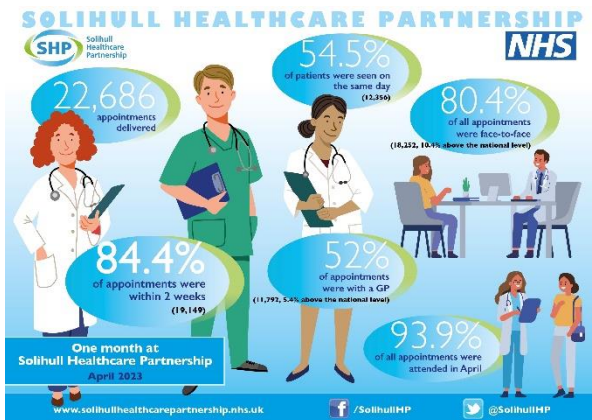


www.actionforhappiness.org

Case study - Promoting NHS App Functionality (Published by NHS England 09/05/23)

Solihull Healthcare Partnership PCN has promoted the use of the NHS App's repeat prescription functionality. Previously it regularly received phone calls from patients wanting to order their repeat medications, ask to change pharmacy nominations and/or check if the GP had signed their prescriptions and sent them to the pharmacy.

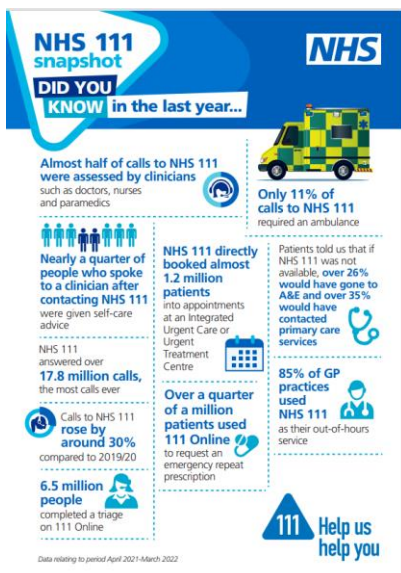
GP Appointment Data: April 2023



The app is helping to ease the pressure on primary care services in the area. Over 31,000 of 56,000 patients are registered to use it and 650 to 700 repeat prescriptions a week are made through the app.

Patients appreciate they can also change their nominated pharmacy using the app, ensuring they can pick up their prescription from a pharmacy of their choice.

NHS 111 call data



*** COME AND JOIN US ***

If you want to 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 for further information.

The next PPG Committee meeting is scheduled for **Thursday 22nd June 2023**
at Monkspath Surgery
6.30pm – 7.45pm

The next PPG members' meeting will be held at on **20th July 2023 - 6.00pm to 7:30pm**
At Monkspath Surgery and on-line
(Hybrid)

Further details to follow via the PPG email.

A Day in The Life Of our Call and Recall Team Leader...

Hi, my names Carrie, I'm the Call and Recall Team Leader here at Solihull Healthcare Partnership (SHP) and I've been working here since October 2020.

Prior to starting at SHP, I was a Central Support Team Manager for an Armed Forces Charity. The charity's role was to support Armed Force personnel transition from their life in the military into life as a civilian.

My role included running the Contact Centre, managing a team of 20 people, office telecoms, signposting, website helpdesk support, and tracking and supporting the transition of armed service people.

I started as an Administrative Assistant, progressing to Team Leader and then Team Manager as the role and team grew, eventually covering all of UK. Then, after 22 years in the role, I decided to take the opportunity of voluntary redundancy and spend some time with my dad.

During the COVID-19 pandemic I started working in a temporary role at SHP within the Administration Team. From there I got asked to be part of the COVID-19 Vaccine Team, supporting with the delivery of the COVID-19 vaccination programme, contacting patients to invite them to book their vaccine appointments, and handling inbound calls and queries.

Then from there, I applied for a role as Clinical Targets Administrator, which utilised my previous experience and skills from my Armed Forces Charity role. From there I then became Call and Recall Team Leader, which also uses many of my previous skills and experience.

As Call and Recall Team Leader, my typical day starts by viewing how many appointments we have available, and ensuring the Call and Recall team are briefed to proactively book patients in with the right clinicians, such as booking a patient in for their diabetes check with one of our Healthcare Assistants, a diabetes review with one of our Nurses or for an appointment for a long term condition health plan with one of our Doctors.

As part of my role, I am responsible for ensuring we meet our required targets for long term conditions, such as asthma, COPD, diabetes, heart failure and more, and that patients are proactively booked in for their annual reviews.

My day also includes attending meetings with our clinical team, report writing, reviewing statistics and our performance, and ensuring we are using our GP System effectively, as well as managing the team, our rotas and ensuring we are delivering our proactively planned activity.

Throughout the day I also speak to patients, answer any queries, handle inbound patient calls, and work out how to best manage and maximise our planned care capacity, as well as supporting continuity of care. The Call and Recall Team are vital to the patient journey and ensuring we are able to provide the best services and care for our registered patients.

I really enjoy my role here at SHP and no two days are the same. I can often start my day with a plan and then as the day progresses everything changes, it can sometimes be a balancing act. It is a varied role and it certainly keeps my mind alert! My role can be challenging, but I enjoy trying to find the solutions to those challenges, and it's great to sit back at the end of day and know I have made a difference.

In short, I do my job because I enjoy it and the challenge of making Call & Recall work to support patients with long term conditions. I couldn't do it without my Team or the support of my Manager and Clinical lead for Clinical Targets.

Making the patient journey as simple and easy as possible for our patients with Long Term Conditions is the Call and Recall Teams and my priority, and that's what make me tick and motivates me every day.

And when I'm not at work, I enjoy spending time with my family, animals, in my garden and driving my car, which I love! I'm also guilty of being a bit of tech geek and enjoy building websites when I have time.