

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

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

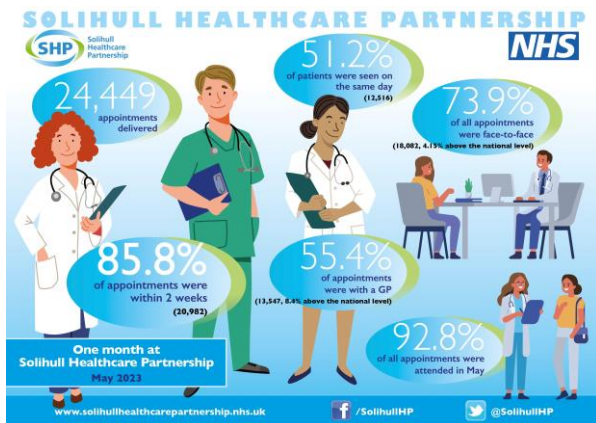
## Patient Stories

Seeking a general five - year health review, I was given an appointment for the week following my request. This was carried out very efficiently at the Monkspath hub. One week later I received a text to book an appointment for a follow up with a doctor (this appointment made within seven days) and then received a text with a link to all my results for my information. Patient M

Requiring a repeat prescription, I accessed NHS app and used the 'Repeat Prescription' tab to confirm my medication and reorder. This was in my nominated pharmacy 36 hours later. Very happy and confident with the process. .... Patient S

*(Stories sent to the PPG email account. Full patient details were supplied but withheld for data protection)*

## National GP Patient Data May 2023



## \*\*\* 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](mailto:shp.ppg@nhs.net) for further information.**

## Vaccination Clinics

Flu Vaccine Clinics will be held at surgeries as in previous years and these are planned from mid-September, with dates and booking details to be communicated to patients soon. The autumn COVID-19 booster vaccines will also be delivered at surgeries, with details to follow once the programme has been confirmed.

All eligible patients will be contacted and invited for their vaccines directly by SHP when they are due, so please do not call the surgery.

**The next PPG Committee meeting is scheduled for Thursday 13<sup>th</sup> July 2023 at Monkspath Surgery 6.30pm – 7.45pm**

**The next PPG members' meeting will be held at on 20<sup>th</sup> 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 SHP HR Officer...

My name is Neda and I'm one of the HR Officers at Solihull Healthcare Partnership (SHP).

I've been working at SHP since February this year, having joined from Midland Medical Partnership, where I was also an HR Officer.

My typical day at SHP starts with strong coffee, followed by checking my emails and planning the day ahead. My day often changes as it progresses, with time spent attending internal meetings with various teams and individuals across the practice.

As a HR team, recruitment is one of our top priorities, so we also always start the day reviewing where we are with recruitment, and planning for the week and day ahead, ensuring we are up to date with CV reviews, interviews and the promotion our vacancies across all platforms. We also chase up any paperwork relating to new employees and ensure their on-boarding programme is in place.

As part of my role at SHP I also attend weekly team meetings, updating everyone on new employees starting and any new policies, as well as working with our finance team to ensure all employee details are up to date.

My day includes delivering any new starter on-boarding programmes, training and development, and our retention programme, as well as managing any employee relations, and supporting the team's health and wellbeing.

Whilst the role of HR Officer at SHP is challenging, it is very rewarding, and I am able to pull on all my previous experience of nine years in HR to deliver the right advice and support to the practice.

My HR career started at Zara retail, undertaking an HR Advisor role for six and a half years, dealing with providing support to the management teams and for People Management across the UK. From there I went to Midland Medical Partnership, where I was for one and a half years as HR Officer.

I love my role at SHP as I enjoy meeting people, listening to members of the team from across the practice and supporting them, and then receiving the positive feedback when we've been able to help.

I also enjoy being part of the HR team here at SHP, as we find new ways to meet the challenges of HR, recruitment and retention within primary care. We really do focus on our workforce, ensuring we are able to provide HR support and advice as part of the wider SHP team. We are all working together as one SHP team to achieve our new mission, vision and values – care at the heart of the community.

And after a busy day at work, I like to unwind by enjoying a cocktail or two, and maybe even some dancing, with my friends and family.



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