



shp.ppg@nhs.net



Practice Number
0121 705 1105
Lines open 08.00 – 18.30

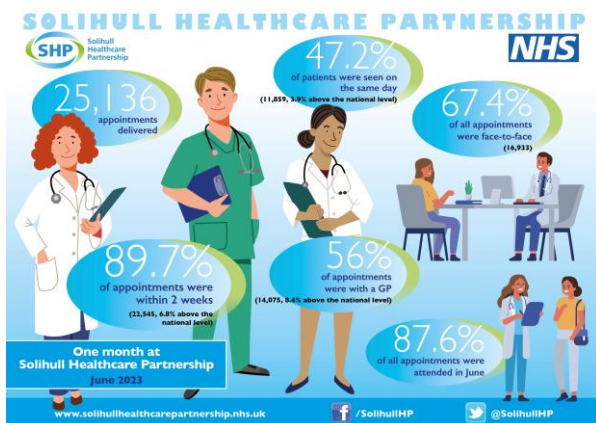
Health Lines

Issue 26

August 2023

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

General Practice Appointment Data June 2023



AUGUST BANK HOLIDAY CLOSURE

The practice will be closed on Monday 28th August 2023 and reopen at 8:00am by telephone and 8.30am at our surgery sites on Tuesday 29th August 2023.

Prescriptions Reminder: Please ensure you order and collect your medication ahead of time.

For life threatening medical emergencies, such as chest pain or breathlessness, dial 999.

For medical issues and queries during this period, dial 111.

Happy August Bank Holiday!

Patient Personal Specific Queries

If you have specific patient experience concerns or queries you should contact the practice directly via the official routes of access and feedback.

This will ensure that your concern and/or query will be dealt with appropriately and in a timely manner. The PPG is not able to get involved in personal patient matters.



SHP CARERS EVENT

Save the date!

Solihull Healthcare Partnership (SHP) are inviting all of our patients who are Carers to our Carers Event,

On the **30th September 2023, 10am to 2pm**

Drop in and meet local organisations who support Carers and members of the SHP Team.

There will be information stands, health checks for Carers and refreshments.

Held at Solihull Christadelphian Hall,
Grove Avenue, Solihull B91 2AH

Visit our website for more details at

www.solihullhealthcarepartnership.nhs.uk

** COME & JOIN YOUR PPG **

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 17th August 2023** at **Monkspath Surgery - 6.30pm – 7.45pm**

The next PPG **members' meeting** will be held at on **26th October 2023 - 6.00pm to 7:30pm** At **Monkspath Surgery and on-line (Hybrid)** Further details to follow via the PPG email.

Vaccination Clinics Reminder

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.

A Day In The Life Of our PA to the Chief Executive Officer & Board Members...

Hi, my name is Chloe and I'm the PA to the Chief Executive Officer and Board Members at Solihull Healthcare Partnership (SHP).

I joined SHP in October 2022, following a role as interim PA to the Managing Director of Associated Independent Stores for eight months. There I undertook typical PA duties, which included acting as the first point of contact for the MD, dealing with their correspondence and phone calls, managing the diary, organising meetings and appointments, planning and organising events, and more.

Prior to my role at Associated Independent Stores, I worked as a PA to the Manager at Axalta, a manufacturing company, where I carried out PA duties for over two years, and previous to that I worked at Dudley Hospital as an Administrative Clerk.

My typical day at SHP starts with diary management for the CEO and Board Members, ensuring all meetings have confirmation details, agendas and relevant information available, as well as ensuring the CEO attends meetings in a timely manner, which can sometimes prove challenging when there are urgent priorities and meeting changes to deal with on a daily basis.

My day also includes attending any relevant meetings, all Board and Senior Management meetings, as well as all GP Partner meetings and events, and taking notes to produce follow up meeting minutes and actions.

Once the diary and day is organised, I will often provide updates on progress of projects that I'm assisting the Board with, which can include creating and setting up reports, action logs and diary time.

As well as managing the CEO's diary on a daily basis, I deal with any correspondence, emails and phone calls, highlighting any urgent priorities for his attention.

I love my role as my day is always varied, often with diary changes due to urgent meetings or business needs, and time spent with the various teams and individuals across the practice. The team are great to work with and I liaise regularly with the HR, finance and senior management teams.

Another part of my role is organising our internal Protected Learning Time events, which are held throughout the year. We are currently working on our next internal in person training session, so I'm reviewing venue options and working with colleagues on the content and details, so we can confirm the date in the diary.

Whilst my role is enjoyable, it can also sometimes come with its challenges when there are various demands of everyone's time, the priorities change and I'm trying to juggle diaries, workload and getting my job done, whilst ensuring everyone else is organised and has what they need. However, I wouldn't change it for the world as I enjoy meeting the challenges, finding solutions and working with the people at SHP. Ultimately I love being part of the team and playing my part in patient care and services, and care in the community.

When I'm not being a PA at SHP, I enjoy running, weight lifting and yoga, which I find helps keep me focused and able to unwind after a hard day at work! I also love learning new things and I'm currently learning British Sign Language level 1 and 2.
