



Practice Number  
0121 705 1105

Lines open 08.00 – 18.30

[shp.ppg@nhs.net](mailto:shp.ppg@nhs.net)

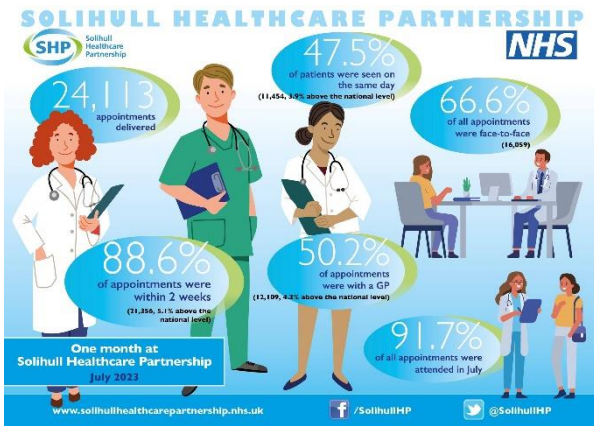
# Health Lines

## Issue 27

### September 2023

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

## Patient Appointment Data July 2023



## Vaccination Clinics Reminder

Flu Vaccine Clinics will be held at surgeries as in previous years and these are planned to start from Saturday 23<sup>rd</sup> September, with invites detailing dates and booking information sent out to eligible patients.

The autumn COVID-19 booster vaccines will also be delivered, with details to follow once the programme has been confirmed.

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



## 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 **30<sup>th</sup> 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](http://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](mailto:shp.ppg@nhs.net) for further information.

The next PPG Committee meeting is scheduled for  
**Thursday 21<sup>st</sup> September 2023**  
at Monkspath Surgery  
6.30pm – 7.45pm

The next PPG members' meeting will be held at on  
**26<sup>th</sup> October 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 Governance Safeguarding Administrator...**

Hi, my names Amanda and I'm the Governance Safeguarding Administrator at Solihull Healthcare Partnership (SHP). I joined SHP in January this year (2023), having worked in the NHS and General Practice for over 26 years. My last role was working in a GP Practice in Castle Bromwich and prior to that I worked at Iridium Medical Practice, a practice formed from five single practices with 15,000 patients. I started there in 1997 as a Receptionist at the time and then progressed to become a Senior Receptionist.

Whilst working as a Receptionist, I undertook coding and system searches for different cohorts of patients, such as diabetic, asthmatic, vulnerable adults and those patients with safeguarding needs. Due to my experience in coding and searches, I was then offered the position of Safeguarding Administrator at Iridium, a role which I really enjoyed.

Three years ago I then decided to take some time away and focus on my family, following which a role then came up at Parkfield Medical Centre working as a Receptionist, Administrator and Medical Secretary. Whilst working there, I saw the role of Governance Safeguarding Administrator at SHP advertised and knew it was the ideal opportunity to go back to the role I loved and focus purely on safeguarding.

**So what is safeguarding?** The Definition: **Safeguarding is defined as the protection of a person's health, wellbeing, and right to live in safety, free from harm, abuse and neglect.** (*Care Quality Commission, 2015*)

A typical day for me? Well there isn't one really as every day is different. However, I usually spend the start of my day clearing the safeguarding email inbox and tackling tasks sent within our internal systems. I work with our Safeguarding Clinical Lead to monitor, locate, record, update and raise concerns regarding patients.

For example, an ambulance letter may have been received that highlights safeguarding

concerns, so I will read and review the letter, see how we can help and support, do we need to refer to our Social Prescriber Link Workers or a GP? I will work with our Safeguarding Clinical Lead in their role to determine any next steps needed and ensure we deliver for the needs of the patient.

A key part of my role is to identify patient's vulnerabilities – whether that's a simple declaration of a child in foster care, an adult known to social workers or an elderly patient at the reception desk with bruises - and ensure they receive the right support from the right healthcare professional, person or service. I ensure the administration part of safeguarding is in place and support the GP with patients where it is needed.

The role can be very challenging, especially when I'm implementing a new system or process, but it can also be very rewarding when these are successfully put in place. My day also includes attending any relevant internal meetings, as well as attending Health Visitor meetings to highlight any concerns and ensure we have regular positive two-way communication, as well as reaching out the Solihull Safeguarding team with any questions.

In my Safeguarding Administrator role I'm certainly kept busy every day! However when I'm not at work, I'm mainly looking after my family and two kids. We enjoy time away in our motorhome, going away on holiday when we can and after a hard day at work, I often enjoy a glass of wine or two!



[shp.ppg@nhs.net](mailto:shp.ppg@nhs.net)