



shp.ppg@nhs.net



Practice Number

0121 705 1105

Lines open 08.00 – 18.30

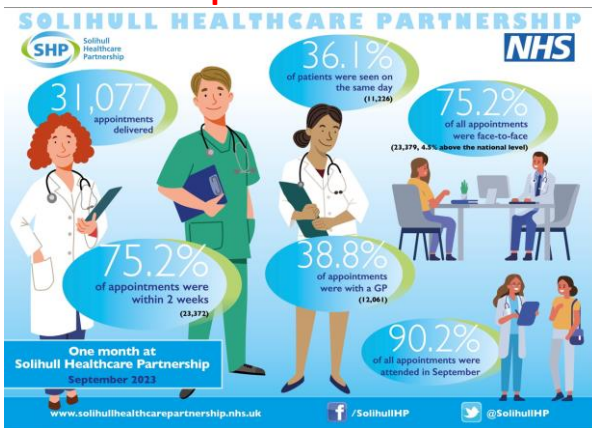
Health Lines

Issue 29

November 2023

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

Patient Appointment Data September 2023



Do you want to make a fresh start?
Are drugs or alcohol affecting your life, or the life of someone you know?

Do you want to cut down or stop? We can help

We offer:

- Advice and access to treatment
- A personal support plan
- Encouragement and motivation to make a change
- Hepatitis and HIV (quick finger prick) testing

Contact us for free and confidential information.
T: 0121 227 5890
E: birmingham.info@cgl.org.uk
W: www.changeorlive.org/birmingham

****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 16th November 2023 at Monkspath Surgery 6.30pm – 7.45pm

The next PPG members' meeting will be the AGM which will held at on 18th January 2024 at Solihull Christadelphian Hall & On-Line.



Many thanks to the 22 members who responded to our mid-year survey in October. We requested members' views on a) A calendar of speakers at our wider PPG meetings, and b) How the PPG committee could work more effectively

Suggestions for speakers included:

- SHP Staff**
- Community Nursing Teams**
- Falls Team**
- Social Services**
- Integrated Care System representatives**
- Dentists and Specsavers (Re Hearing Tests)**

In response to b) members responses stated that:

The PPG Committee was working well although some members were not aware of its existence.

The regular updates via the email account were well received.

Some members felt that the NHS and SHP might only be paying lip service to PPGs.

A comment was made about our timelines for various activities and actions to be improved.

Members appreciated our efforts particularly around communication.

Digital Transformation at SHP



At the recent wider PPG members' meeting on Thursday 26th October Ed Turner, Digital Transformation Lead at SHP, outlined the latest proposed digital developments. Digital transformation in a GP surgery refers to integrating digital technologies and systems into various aspects of healthcare delivery and administrative operations within the practice. Most notably, from 8th November 2023, every day between 8am and 10am, will see the initial stage of a new online consultation platform, eConsult.



eConsult is an NHS-approved digital triage tool designed to enhance patient access, improve practice efficiency and aid the SHP Care Navigation team (supervised by a dedicated GP) in signposting patients to the right place at the right time for their care.

Developed and managed by NHS doctors, eConsult is one of the leading online consultation platforms in the NHS. It enables patients to access health care and support via an online form that is then assessed by qualified healthcare staff and the treatment/ advice/response given to the patient within an appropriate timescale. There will be limited forms available during this phase but appointments that may be required for these patients will be ring fenced and, if not required, opened for all patients after each session. It is important to state that decisions about what patients fill in and the level of need required by them will be judged by the healthcare professionals on the urgency of need. It is not a 'first come, first served' service and it is in addition to appointment access already in place.

PPG members supported the pilot for eConsult in October and the learning and feedback from this has helped SHP to further fine tune the service for SHP patients. This refinement and adjustment will continue throughout this phase of the new service

so all users need to be aware that changes/improvements will still take place, maybe even daily, to reach the best efficiencies for patients and staff.

If you use this service at any time, please let us know your experience at shp.ppg@nhs.net so that we can feed back to SHP thus optimising its positive impact on patient health and care. Thank you.

Vaccination Update – Get Protected

Pneumococcal vaccine

The pneumococcal vaccine helps protect against serious illnesses like pneumonia and meningitis, and is available to all eligible patients.

It is recommended for babies, older people, and people at higher risk of getting seriously ill from pneumococcal infections.

Who should have it and how many doses?

Babies - 1st dose at 12 weeks & a booster dose at 1 year

People aged 65 and over - 1 dose when you're 65

Children & adults at higher risk of getting seriously ill - 1 dose (some people may need extra doses or regular doses)

Visit the NHS website for more details:

<https://www.nhs.uk/conditions/vaccinations/pneumococcal-vaccination>

Shingles Vaccine

The shingles vaccine helps protect against shingles. It's recommended for people at higher risk from shingles, including all adults turning 65, those aged 70 to 79 and those aged 50 and over with a severely weakened immune system.

Visit the NHS website for more details:

<https://www.nhs.uk/conditions/vaccinations/shingles-vaccination>

The Call and Recall Team will contact eligible patients for the Shingles and Pneumococcal vaccines.

Flu Vaccine Update

SHP are holding walk-in flu vaccination clinics for those aged 65 and over, and 18-64 year olds at risk. The walk-in clinics are being held at the Monkspath Community Hub, next door to the Monkspath Surgery, Monday-Friday, 9.30pm to 5pm.