

Practice Number

0121 705 1105 Lines open 08.00 – 18.30

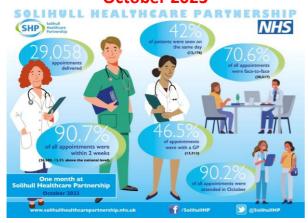
# Health Lines Issue 30

December 2023

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

Solihull

## Patient Appointment Data October 2023



#### **Annual General Meeting**

The AGM will be held on 18<sup>th</sup> January, 2024, from 6pm to 8pm at the Solihull Christadelphian Hall, Grove Avenue

See posters in surgery sites or SHP website for details.

There will be speakers from SHP who will give an overview of the plans SHP have for 2024.

Light refreshments will be available

Further details will be issued during January, 2024. Please email to the PPG email account **shp.ppg@nhs.net** and register your intention to attend to enable us to cater for refreshments Thank you

### \*\*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 <a href="mailto:shp.ppg@nhs.net">shp.ppg@nhs.net</a> for further information





#### **Visit to Patient Experience Team**

A visit was arranged for a group of patients to visit the Patient Experience team at SHP on 13<sup>th</sup> December, 2023. This team handles all complaints and other issues raised by patients. During the visit the team explained exactly how the process works when issue are reported to SHP.

A full report of the visit will be issued shortly







The PPG Committee would like to wish all Patients, SHP Partners & Staff a very Merry Christmas and a Healthy New Year. We look forward to working with you all in 2024.





