



shp.ppg@nhs.net



Practice Number

0121 705 1105

Lines open 08.00 – 18.30

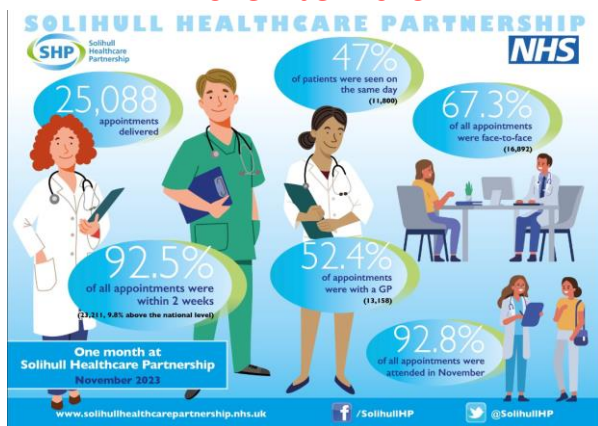
Health Lines

Issue 31

January 2024

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

Patient Appointment Data November 2023



IMPORTANT NOTICE

Please note that the Full Member AGM scheduled for Thursday, 18th January, 2024 is unfortunately postponed. The AGM will now be re-scheduled for Thursday, 25th April, 2024. Full details will be provided closer to the date.

****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 15th February, 2024 at Monkspath Surgery 6.30pm – 7.45pm

The next PPG members' meeting will be the AGM which will held at on 25th April, 2024 Time & Location to be advised. Further details to follow via the PPG email.

eConsult - Patient Feedback

Just wanted to share my experience of eConsult which I tried this week :

It was for a non-urgent, but frequent, ailment and I wanted, ideally, antibiotics before Christmas.

I selected text message as preferred way of communicating and appreciated all the options provided. The access and input method was easy and intuitive if a bit repetitive

I had a text message back within a couple of hours suggest best action was to see a GP. A link was attached providing multiple same day appointments and an ability to choose by surgery. Another text confirmed the appointment. I visited Dickens Heath surgery as the time suited best (love that flexibility), saw the GP, and left highly satisfied.

Overall, for a busy person who's very happy, and actually prefers to work online, and for a non-urgent matter, this service was excellent and a vast improved option for patients. I assume other patients, dependent on problem, might be offered either a solution immediately, a telephone or video consultation rather than a GP visit. Again, a good solution.

Here's to many more improvements like this... video/telephone consulting would be my ideal preference where physical examination isn't needed.

(Full Patient Details supplied but withheld to comply with data protection)

Retirement - Dr Julia Lawley



In March 2023, Dr Julia Lawley sadly retired from SHP.

Julia trained to be a Doctor at the University of Birmingham and continued her training in various locality roles in hospitals in the West Midlands, before qualifying in 1991 as a GP.

After her training, Julia worked as a locum Doctor for a short period before joining Northbrook Health Centre as a Partner in September 1995. Five years later, The Jacey Practice was then formed on the 1st Dec 2000, followed by being awarded the contract for Dickens Heath Medical Centre in 2005, which later became part of SHP in 2019.

During her time at SHP, Julia enjoyed being a GP Partner and a member of the Executive Board, and was proud to be part of the team, especially working together through the challenging times of the merger of SHP and the COVID-19 pandemic.

In August 2022, Julia unfortunately fell ill unexpectedly and following her recovery she announced she would be retiring in March 2023.

Since retiring, Julia now enjoys working on a more freelance basis undertaking appraisals with GPs on behalf of NHS England, alongside the occasional clinical session for SHP, which she enjoys as she still gets to see patients that she has known for many years, if not decades in some cases!

When asked why she continues to work as a GP even after retiring, Julia said "I've been practising as a GP for nearly 30 years and have enjoyed every minute with my patients, so it's great to be able to still enjoy it and be there for them."

And when she's not working as a GP, Julia has also been keeping busy in her retirement by volunteering in a support staff role for the Great British Marathon Canoeing Junior Team, as well as undertaking training to become an International Canoe Federation Medical Classifier for the British Paracanoe Team.

Julia is also enjoying spending more time with her family, including looking after her four chickens and walking her three dogs, as well as enjoying baking, cooking and playing the Viola for the Solihull Symphony Orchestra, who are currently in rehearsals and getting ready for their Winter Concert performance.

The PPG would like to join SHP in thanking Julia for all her hard work over the years and wish her continued enjoyment in her retirement!