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# Health Lines

Issue 34

April 2024

## YOUR MONTHLY PATIENT BULLETIN FROM SHP PATIENT PARTICIPATION GROUP (PPG)

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### PPG Annual General Meeting (AGM)

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#### \*\*\* CHANGE OF DATE & VENUE \*\*\*

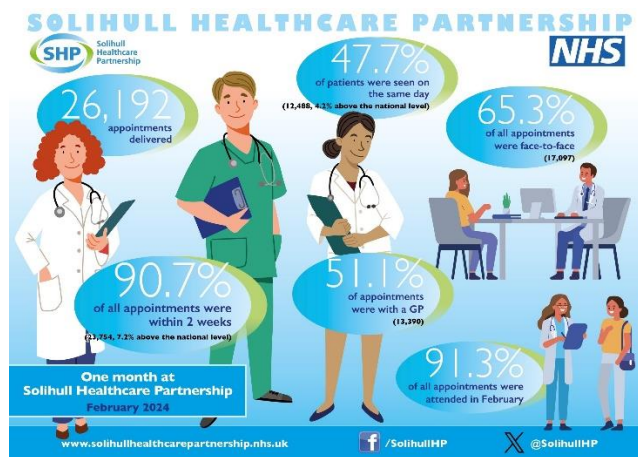
As we had to postpone this meeting in January due to the extreme cold weather we were experiencing at that time. We have now re-scheduled it to take place on:

**Thursday May 2<sup>nd</sup>, 2024, from 6pm to 7:45 pm at the MONKSPATH SURGERY MEETING ROOM and on-line.**

We will have speakers from SHP as scheduled for the January meeting.

We would love to see as many of you as possible on the revised date so please come along if you can.

### Appointment data for February 2024



#### \*\*\* IMPORTANT INFORMATION \*\*\*

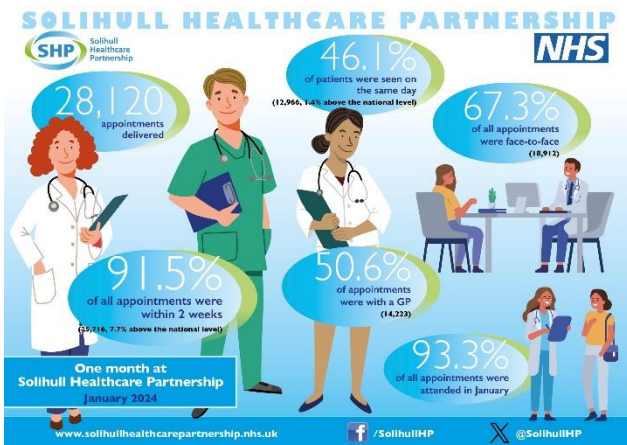
#### \*\*\* REPEAT PRESCRIPTIONS \*\*\*

The PPG committee has been made aware that certain pharmacies have introduced a new process, and your repeat prescription may take longer than expected. The SHP turnaround has always been 2 working days and this has not changed but the new process may increase the overall turnaround time.

We would advise that you check with your nominated pharmacy to see if this affects them.

Please be aware that this process may increase the time needed to complete the process so be sure to order your repeat medication in good time to ensure that you never run out of important medicines.

### Appointment Data for January 2024



## Feedback received by the PPG.

### eConsult experience

I completed my eConsult form just after 8.30am this morning. It was pretty (no, very) straightforward; even including the upload of a photo. I was able to have a copy of the form emailed to me (useful to keep track of things) and I was informed immediately that I would be contacted by 6.30pm tomorrow. It's important to note that I didn't think this condition was urgent (it was just ongoing and now needed sorting in my opinion). I was happy with the timescale.

Two hours later (i.e. 10.05am), I received a text informing me that my information required a clinician appointment and was offered one later today. I selected from the available appointments and am now waiting to travel to one of SHP sites (close by, but not my legacy site).

I duly attended a different site to my own and saw a Physician Associate. Efficient consultation that proposed an antibiotic prescription and a follow up if necessary.

Prescription to my nominated pharmacy and collected this within 36 hours.

I would recommend this service to everyone (even though it's limited to 100 available forms each day).

Access on SHP website: find the button eConsult and just follow what's on screen... it will take a few minutes to complete depending on need.

*Patient details supplied but held to comply with data compliance.*

## Carers Event

The latest Carers event took place at Solihull Village, Shirley on Saturday 13<sup>th</sup> April.

SHP, the PPG and local services came together to provide an opportunity for Carers to speak to health professionals, PPG members and service personnel around their challenges and needs.

The event was very successful and many attendees provided positive feedback to SHP and to the PPG.

Health checks for carers were also carried out by SHP staff.

The event also provided opportunities for carers to tell us which services they felt were missing from the day and to let us know what other support and advice they needed.

This collaborative approach always works well for all parties.

Many thanks for your support.

### **\*\*COME & JOIN YOUR PPG\*\***

If you want to be involved in SHP development and service delivery, or even just to voice your opinions please join your PPG.

**Simply 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.**