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Practice Number
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Health Lines

Issue 39

September 2024

THE MONTHLY PATIENT BULLETIN FROM YOUR PATIENT PARTICIPATION GROUP (PPG)

Staying Well & Active with COPD Event

On the 20th July 2024, SHP held another successful event - Staying Well and Active with COPD – at Monkspath Surgery.

It was a collaborative event with members from the Solihull Community team, SHP Healthcare professionals and several local organisations.

Patients had access to educational talks, 1:1 conversations with clinicians and the opportunity to find more about services available in the community.

The invited patients that attended were at High/Intermediate risk of COPD with moderate/severe frailty, and benefitted from personalised care and were offered individual care plans at the event.

Volunteer PPG members were also on hand to offer support throughout the event, providing refreshments and guiding patients.

For more information on SHP services, visit the website at;
<https://solihullhealthcarepartnership.nhs.uk/services>



Photo-caption: PPG Member Volunteers

Photos from the Staying Well & Active with COPD event:



****COME & JOIN YOUR PPG****

If you want to help us develop and improve SHP's services for the patient population, or even just to voice your views, please join your PPG.

Simply complete the form available in the PPG section of SHP web site or email shp.ppg@nhs.net for further information.

Next committee meeting will be on Wednesday 11th September 2024.

Next Full Member meeting will be held on Thursday 24th October 2024 at Monkspath Surgery. Timings to be advised.

PPG Visit to Pharmacy Team at SHP

On the 21st August members of the PPG were invited to visit the Medicines Management Team at Shirley Medical Centre.

The purpose of the visit was to provide insight into the Medicine Management team at SHP that play a vital role in the patient journey. The visit included a brief overview of the team, their roles and responsibilities, and offered the opportunity to meet members of the team.

Attendees will report back and insight from the visit will be shown in the PPG section of the website.

****Meet The SHP Pharmacy Team ****

Ketki Desai *PCN Operations Manager*
Amy Hawryluk *Pharmacy Team Leader*

Five Pharmacy Technicians:-

Matthew Ward *Pharmacy Technician*
Christine Mooney *Pharmacy Technician*
Kayleigh Rice *Pharmacy Technician*
Samihah Rahman *Pharmacy Technician*
Laura Holmes *Care Home Pharmacy Technician*

Five Pharmacists:-

Nisha Gogna *Lead Pharmacist*
Asid Mohammed *Pharmacist*
Susan Yossouef *Pharmacist*
Esra Ramadan *Pharmacist*
Simran Khatkar *Pharmacist*

What can the Pharmacy Technicians do?

- ✓ Offer suggestions for alternative medicines that are out of stock
- ✓ Synchronising medication
- ✓ Reconcile medication from hospital discharge letters
- ✓ Reconcile medication from new patient registrations

Pharmacy Technicians don't...

- ✗ Prescribe medication
- ✗ Discuss side effects of medications

What can Clinical Pharmacists do?

- ✓ Prescription Queries
- ✓ Synchronising Medication
- ✓ Answer questions about newly started medications/side effects
- ✓ Issue alternatives for out of stock medicines
- ✓ Issue appropriate urgent medication requests
- ✓ Planned clinics for managing long term conditions such as:-

- Pharmacy Hypertension clinic over telephone, or
- Face-2-face Hypertension clinic for patients with hypertension
- Pharmacy lipid clinic over the phone for patients with high cholesterol

- ✓ Clinical Pharmacists also offer Asthma and Diabetic in person clinics to SHP patients.

Clinical Pharmacists don't...

- ✗ Deal with Acute illness presentations
- ✗ Carry out non-urgent general medication reviews (these are to be booked in with a GP routinely)
- ✗ Handle inappropriate medication requests

In addition to the responsibilities outlined, the team improve and ensure patient safety by:-

- *Conducting Clinical audits*
- *Managing MHRA patient safety alerts, and*
- *Monitoring patients on high risk drugs*
