



shp.ppg@nhs.net



Practice Number
0121 705 1105
Lines open 08.00 – 18.30

Health Lines

Issue 43
Spring 2025

QUARTERLY PATIENT BULLETIN FROM YOUR PATIENT PARTICIPATION GROUP (PPG)



Solihull Healthcare Practice Patient Participation Group Annual Meeting

Will be held on either (TBC nearer the date):

Monday, 19th May, 2025 at
Christadelphian Hall, Grove Avenue, Solihull B91 2AH
or
Wednesday, 21st May, 2025 at
Monkspath Surgery, 27 Farmhouse Way, Solihull B90 4EH

Time at either date/venue will be: 6:30pm to 8:00pm

The SHP Patient Participation Group is pleased to announce its Annual Meeting to be held on one of the dates/venues shown above. Date/Venue will be confirmed nearer the time.

There will be Guest Speakers from SHP who will give an overview of future plans

Patients not already registered as members of the PPG and wish to register can do so by completing the PPG registration form on the SHP website or on the night. Light refreshments will be provided and in order to help us with catering it would be helpful if could you register your intention to attend via email to: shp.ppg@nhs.net

WE LOOK FORWARD TO SEEING YOU



Repeat Prescriptions

We are fast approaching the holiday season where we are all starting to think about what we need to gather ready for our summer breaks.

One thing that is easy to forget until the last minute is the need to order our repeat medication in good time.

Reminder of process for repeat prescriptions

Repeat Prescriptions can be ordered by:-

Placing the repeat request in the box outside each of the surgeries.

Via the NHS App or Patient Access App.

In person at any of the SHP surgeries.

Once SHP receives the request it will be reviewed by a doctor and approved.

The turnaround time is 72 hours.

The instruction will be sent to your nominated pharmacy.

The pharmacy will then dispense the medication but be aware that there may be a further wait based on the individual pharmacy process.

PLEASE ENSURE THAT YOU ORDER IN GOOD TIME TO ENSURE YOU NEVER RUN OUT OF URGENT MEDICATION

Bank Holiday CLOSURE DETAILS

The Practice and its surgery sites will close on Good Friday (18th April) & Easter Monday (21st April), 2025 for the Easter holiday.

The Practice and its surgery sites will also close on both Monday 5th May & Monday 26th May, 2025 for the Early May Bank Holiday and the Spring Bank holiday .

Sites will operate as per the usual opening hours on all other dates during these periods.

Can we remind you to order any repeat medications well in advance of the closures.

Hay Fever Season is here again

Hay fever symptoms:

- Sneezing or coughing
- Runny or blocked nose
- Itchy, red or watery eyes
- Itchy throat, mouth, nose and ears
- Loss of smell
- Pain around your temples and forehead
- Headache
- Earache
- Feeling tired

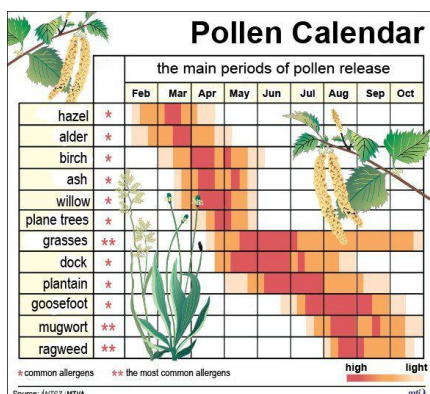
If you don't know exactly which type of pollen or fungal spores you're allergic to, you might be able to figure it out by tracking what time of year you get symptoms. The pollen season is different for various trees, grasses and weeds. Check out these common types of pollen species you might be allergic to

Pollen types month by month

Here's the pollen calendar you've been waiting for – the key to knowing what might be affecting you, and when.

The hay fever season can last for most of the year but knowing which specific pollen counts are high during each month could help you to pinpoint your allergy.

This is a calendar showing the main pollen counts on a month-by-month basis.



How to treat hay fever yourself

There's currently no cure for hay fever and you can't prevent it, but things can ease your symptoms when the pollen count is high.

Do

- put petroleum jelly (such as Vaseline) around your nostrils to trap pollen
- wear wraparound sunglasses, a mask or a wide-brimmed hat to stop pollen getting into your nose and eyes
- shower and change your clothes after you have been outside to wash pollen
- keep windows and doors shut as much as possible
- vacuum regularly and dust with a damp cloth
- try to use a pollen filter in the air vents of your car, if you have one, and a HEPA filter in your vacuum cleaner

Don't

- cut grass or walk on grass
- spend too much time outside
- keep fresh flowers in the house
- smoke or be around smoke – it makes your symptoms worse
- dry clothes outside – they can catch pollen
- let pets into the house if possible – they can carry pollen indoors

A pharmacist can help with hay fever

Speak to a pharmacist if you have hay fever. they can give you advice and suggest the best treatments to help with symptoms, such as:

- [antihistamine](#) drops, tablets or nasal sprays
- steroid nasal sprays

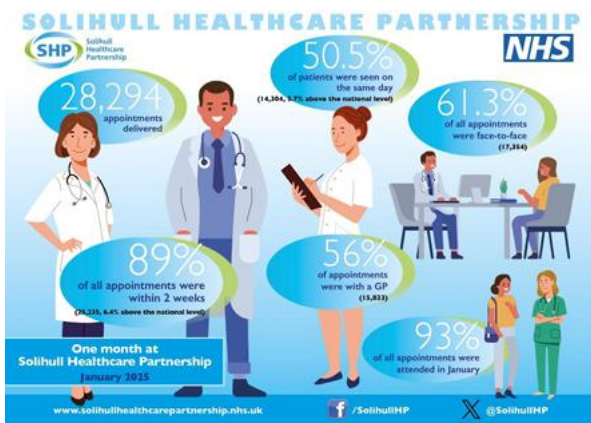
Some antihistamines can make you very sleepy, so speak to your pharmacist about non-drowsy antihistamines if you need to.

(Note: This Hay Fever information has been obtained from general Internet sites and not directly from SHP)

Update from Solihull Healthcare Partnership

Practice Appointment Data:

Following the publication of the latest General Practice Appointment Data (GPAD)* on the 27th February 2025, January 2025 saw Solihull Healthcare Partnership (SHP) perform above the national and regional levels on the number of same day appointments and appointments within two weeks, and the number of appointments carried out by a GP at the practice –



Online Contact Form Data:

eConsult online forms received –

Data from 3/3/2025 to 7/3/2025;

Date eConsult Received:-

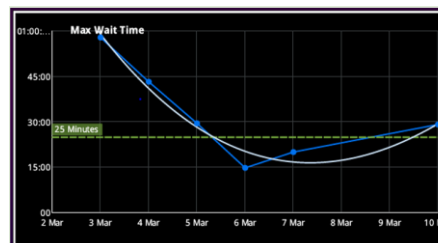
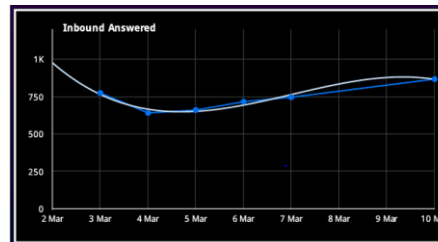
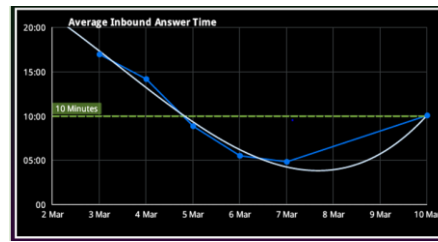
03/03/2025	94
04/03/2025	105
05/03/2025	101
06/03/2025	78
07/03/2025	76
Grand Total	454

Telephone Data:

Latest telephone answering figures, from 2/3/2025 to 10/3/2025.

Showing an average inbound answer time of 10.06 minutes, 736 average inbound

answered and an average maximum wait time of 32.32 minutes.



In summary:

Having undertaken a review in February 2025, we have made the following changes and we are starting to see the positive impact now and in the future;

- We have changed how we manage incoming contacts email /telephone / digital form /face to face to ensure we offer consistency for all of our patients.
- We are looking at the data and dynamically changing how we operate day to day to provide care to our patients.
- What is next? We are working towards improving access with our new digital system, so however you contact us (contact form online, telephone or in person at one of our surgery sites) the information gathering process will be the same and you will receive an outcome.

Change of Bulletin frequency in 2025

We hope you like the format of the first of the bulletins to be on a quarterly basis rather than monthly as it has previously been.

This will give us the ability to concentrate on items which are pertinent to the particular season.

Bulletins will be at the end of these months:

Spring	March
Summer	June
Autumn	September
Winter	December

As always suggestions for content are welcome. Please submit any suggestions to PPG Chair, at the SHP PPG email address:-

shp.ppg@nhs.net

****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 Thursday 10th April 2025.

The next Full Member meeting will be the AM and will take place on either the 19th or 21st May 2025.

Final date/venue will be confirmed closer to the date.



Carers Events

The SHP Carer Coffee Mornings are held on second Thursday of each month, from 10am to 12 noon, and some of our PPG volunteers are delighted to help out at these carer events.

These events are extremely popular and informative and give SHP patients with care giving responsibilities the opportunity to mix with others and share experiences etc.

There will be more Carer Coffee Mornings in the coming months so keep an eye out for details at surgery sites, and also in the bulletin and the PPG emails. If you are registered as a carer with the practice, you will also receive invites from SHP to all future carer events.

Next drop in event is scheduled for:

**Thursday, 10th April
10.00am - 12 noon
Monkspath Hub meeting room**

Get Help Sooner

Our Care Navigators are trained to get you to the right person first.

Don't be offended if they ask you about your condition when you request an appointment

They may suggest a professional who can see you more quickly than your doctor, such as:

- Minor Eye Conditions Service
- Dentist
- Talking Therapies
- Community Pharmacy
- Social Prescribing

