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Practice Number
0121 705 1105
Lines open 08.00 – 18.30

Health Lines Issue 44 Summer 2025

QUARTERLY PATIENT BULLETIN FROM YOUR PATIENT PARTICIPATION GROUP (PPG)

Patient Participation Group

Annual Meeting

The annual meeting for 2025 was held on Monday 19th May, 2025

The meeting was very well attended and we were pleased to welcome Bal Devi, Head of Operations - SHP. Bal came to explain the changes that SHP are making to the online systems. Bal explained how the changes would work and the benefits patients will see once they are all established.

The attendees then had the opportunity to ask questions and provide feedback. This feedback will be passed to SHP.

We also had a 'talking tables' session where again members could discuss issues they are concerned about and this feedback will also be passed to SHP

The PPG Chair, Sandie Matthews explained that for various reasons we had recently lost some members of the committee and she asked for volunteers to join the committee.

This resulted in several PPG members saying they would like to join the committee and some were able to attend the meeting on June 12th.

Holiday Repeat Prescriptions

We are fast approaching the holiday season where we are all starting to think about what we need to get 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.

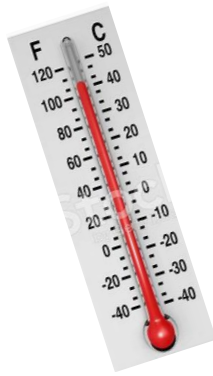
Once SHP receives the request it will be reviewed by a doctor and approved.

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 HAVE ENOUGH URGENT MEDICATION FOR YOUR TRIP.



Keeping safe in the hot weather

Actions you can take to stay safe in hot weather. While many people enjoy warmer summer weather, hot weather can cause some people to become unwell through overheating (becoming uncomfortably hot), dehydration, heat exhaustion and heatstroke.

- ❖ Keep out of the sun at the hottest time of the day, between 11am and 3pm
- ❖ If you are going to do a physical activity (for example exercise or walking the dog), plan to do these during times of the day when it is cooler such as the morning or evening
- ❖ Keep your home cool by closing windows and curtains in rooms that face the sun
- ❖ If you do go outside, cover up with suitable clothing such as an appropriate hat and sunglasses, seek shade and apply sunscreen
- ❖ Drink plenty of fluids and limit your alcohol intake
- ❖ Check on family, friends and neighbours who may be at higher risk of becoming unwell, and if you are at higher risk, ask them to do the same for you
- ❖ Know the symptoms of heat exhaustion and heatstroke and what to do if you or someone else has them

Anyone can become unwell when the weather is hot. People who are at higher risk of becoming seriously unwell include:

- ❖ Older people aged 65 years and over (note change from previous guidance of 75 years of age and above)
- ❖ Babies and young children aged 5 years and under
- ❖ People with underlying health conditions particularly heart problems, breathing problems, dementia, diabetes, kidney disease, Parkinson's disease, or mobility problems
- ❖ People on certain medications
- ❖ People with serious mental health problems
- ❖ People who are already ill and dehydrated (for example from diarrhoea and vomiting)
- ❖ People who experience alcohol or drug dependence
- ❖ People who are physically active and spend a lot of time outside such as runners, cyclists and walkers
- ❖ People who work in jobs that require manual labour or extensive time outside
- ❖ People experiencing homelessness, including rough sleepers and those who are unable to make adaptations to their living accommodation such as sofa surfers or living in hostels.
- ❖ People who live alone and may be unable to care for themselves

You should continue taking all your prescribed medicines unless advised not to by a medical professional. If you have any health concerns, please call NHS 111. Some medications need to be stored below 25°C or in the fridge, follow the storage instructions on the packaging.

Heat exhaustion

Heat exhaustion occurs when the body overheats and cannot cool down. Heat exhaustion does not usually need emergency medical attention if you cool down within 30 minutes. If you do not take action to cool down, heat exhaustion can lead to heatstroke.

Common symptoms of heat exhaustion include:

- ❖ tiredness
- ❖ weakness
- ❖ feeling faint
- ❖ headache
- ❖ muscle cramps
- ❖ feeling or being sick
- ❖ heavy sweating
- ❖ intense thirst

How to cool down if you or someone else has symptoms of heat exhaustion:

- ❖ move to a cooler place such as a room with air conditioning or somewhere in the shade
- ❖ remove all unnecessary clothing like a jacket or socks
- ❖ drink cool water, a sports or rehydration drink, or eat cold and water rich foods like ice-lollies
- ❖ apply cool water by spray or sponge to exposed skin, and using cold packs wrapped in a cloth and put under the armpits or on the neck can also help

You should start to cool down and feel better within 30 minutes.

If you are concerned about symptoms, or they are worsening, seek medical advice by contacting NHS 111. In an emergency, or if you think someone has heatstroke, dial 999.

Heatstroke

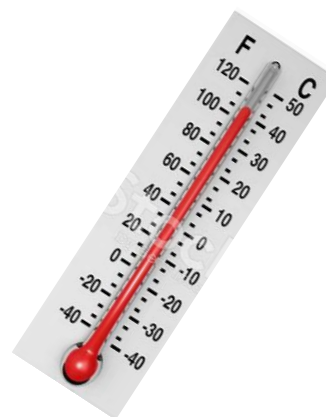
Heatstroke is where the body is no longer able to cool down and the body temperature becomes dangerously high.

Common symptoms of heatstroke include:

- ❖ confusion
- ❖ lack of co-ordination
- ❖ fast heartbeat
- ❖ fast breathing or shortness of breath
- ❖ hot skin that is not sweating
- ❖ seizures

Heatstroke is a medical emergency. If you think someone has heatstroke you should dial 999 and then try to cool them down.

You can find out more about [symptoms of heat exhaustion and heatstroke](https://www.nhs.uk/conditions/heat-exhaustion/) on NHS.UK.



Data taken from:
www.gov.uk/government/publications/beat-the-heat-hot-weather-advice/beat-the-heat-staying-safe-in-hot-weather

Change of Bulletin frequency in 2025

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

This gives 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 July 2025.

The next Full Member meeting will be on 17th September, 2025



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 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 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 event is scheduled for:

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

Total Triage

On Monday 9th June SHP launched the Total Triage model.

Under the Total Triage model, every request is first assessed by the SHP clinical team, ensuring you are directed to the most appropriate service. This means that an appointment will not be made when you first contact SHP. Instead, they will ask you for details about why you are seeking help.

Please avoid calling or queuing at 8am.

If you can, use the online forms (available Mon-Fri, 8am-6:30pm) for quicker access and to keep phone lines free for those who need them:

Please let the PPG know your experiences with total triage. We will pass all comments onto SHP.