



shp.ppg@nhs.net



Practice Number
0121 705 1105
Lines open 08.00 – 18.30

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QUARTERLY PATIENT BULLETIN FROM YOUR PATIENT PARTICIPATION GROUP (PPG)

Did You Know?

There are several ways that you can get referred for specialist care without needing a GP appointment. Here is an example:

During July 2025 I experienced hollow circles in my vision when I moved my eyes from side to side. I noticed that this was worse on bright backgrounds or when looking at a clear sky. When on holiday in Wales I noticed a sign in an optician's window offering free sight checks for minor eye problems. I enquired about this but unfortunately there were no opticians available on that day. However, the receptionist advised me to visit my optician when I returned home as the NHS in England also operate minor eye clinics from opticians. Appointments can be made direct without referral from a GP and if a serious issue is found a hospital referral is made. When I returned home I managed to get a next day appointment at Specsavers in Shirley. I had a comprehensive eye examination and was diagnosed with Vitreous Floaters in my right eye. The optician was fabulous and explained that these should subside in a few weeks/months, which they have. When checking my GP record on my NHS app, I found that the optician had sent a letter to the GP that day and it had been uploaded immediately. Coincidentally, my husband experienced an eye problem a few weeks later and managed to get a same day appointment at AB Optics in Solihull. During the examination, the optician found an ingrowing eyelash and removed this. He is also fully recovered. We both feel that

the care we received was outstanding and wanted others to be aware of this service.

Another patient experienced 'fuzzy vision' and again visited a local optician where a detached retina was diagnosed. An emergency referral to the Birmingham & Midland eye centre was done and the patient was seen the same day. Within a few days the patient had retinal surgery and has since had several other procedures including cataract removal.

Patient names were supplied but not disclosed to conform to data protection

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





Blood Pressure

Do you know your numbers?

High blood pressure is one of the biggest causes of global death.

If left unmanaged, high blood pressure can lead to strokes, heart attacks and other complications.

That's why it's important that you know your numbers.

By getting your blood pressure checked and knowing your numbers, you can find out if you have high blood pressure.

If this happens to be the case you can take control of your health by making small but significant lifestyle changes and taking medication, if prescribed.

If you're aged 40 and above, you can get a free blood pressure check at a community pharmacy.

Visit the Birmingham and Solihull Integrated Care System [website](https://www.birminghamsolihullics.org.uk/our-initiatives/healthy-hearts) - <https://www.birminghamsolihullics.org.uk/our-initiatives/healthy-hearts> to learn more.

Repeat Prescriptions

You may be thinking about what you need to get ready for an autumn or winter break.

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

Please see below a 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. It is worth noting 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
ONLINE SYSTEM

As we are sure a lot of you know that SHP now have a new digital system working and patients are telling the PPG that they are finding it very effective.

You now have the ability to complete the online form detailing the reason you need some healthcare or advice, and these forms will then be reviewed as part of the total triage system.

If you are unable to complete the form for any reason – just contact the practice, either by telephone or in person at one of the surgeries and a Care Navigator will complete the form on your behalf.

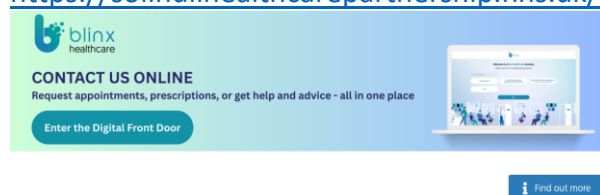
The forms will then be reviewed and you will be contacted by the practice with the best pathway for your condition or concern.

SHP has a wide range of healthcare professionals available to you so don't be disappointed if you are not offered a GP appointment. If you are offered an appointment with an alternative healthcare provider this will have been done as it is considered that this is the best pathway for you.

The PPG are already receiving very positive feedback from the new system, but keep your comments coming via the PPG email. All feedback is passed onto SHP and will help when planning further changes to the system.

Access the system directly from the SHP webpage -

<https://solihullhealthcarepartnership.nhs.uk/>



NEXT PPG FULL MEMBER MEETING

The next PPG full member meeting will be held at Monkspath Surgery on 8th October, 2025, between 6pm and 7.30pm.

We will have guest speakers from SHP, Dr Lupoli (GP Partner & Chair) and Mr New (Chief Executive). They will be talking us through how SHP will be working within the NHS 10-year plan and how it will affect SHP patients.

Attendees will have the opportunity to submit questions regarding the 10-year plan. Please submit your questions on the NHS 10 Year Plan to the PPG email. We will cover as many questions as possible within the time. If there are questions we are unable to answer during the time allowed within the meeting we will note them and provide answers after the event.

Please note, if you have any specific patient experience questions, please contact the Patient Experience Team at the practice in the usual way, you can email direct at nhsbsolicb.shppatientexperience@nhs.net

Please let us know if you would like to attend in person as space is limited (due to size of room) but we will also be providing an MS Teams link for other members to attend virtually.



Carers Event

The annual SHP Carers' event is almost upon us and is being held on Saturday

27th September 2025, 10am-1pm, at

Monkspath Surgery - see poster details.

PPG volunteers will be on hand to support patients and provide refreshments.

There will be tables manned by various organisations who will be happy to provide you with all the information you need or to point you in the right direction.



Who are the Patient Participation Group (PPG)?

The PPG are an advisory group of patients whose members work voluntarily to help SHP improve GP services for the patient population.

The aim of a PPG is to help foster effective communication between SHP and patient population.

Why have a PPG?

The delivery of General Practice is evolving under the new NHS Long Term Plan and GP services continue to face a variety of challenging and changing objectives and priorities.

General Practice is the most commonly used point of access in the NHS. 90% of those who use General Practice services will be diagnosed and treated without being referred for further specialist treatment. Current NHS policy therefore aims to improve both access to services locally and patient choice.

As healthcare is being brought closer to the patient, General Practice services are required to extend the scope and availability of services offered and focuses their expertise to improve the utilisation of the available resources. It is therefore important that these resources are used wisely and that the patient perspective is considered.

How do the PPG get involved?

The PPG provides a forum to work in a variety of areas such as:

- Considering service suggestions which could benefit groups of patients or individuals*
- Assisting in evaluating and prioritising demands on clinical resources*
- Considering specific operation issues as raised from time to time*
- Providing patient perspective*
- Determining responses to patient satisfaction questionnaires and formulating suitable action plans to address patient concerns*
- Acting as a sounding board for future surgery plans*
- Improving communication between SHP and its patient population*
- Acting as patient support for specific events such as flu clinics*
- Acting as a forum to discuss complaint trends to seek improvements or help determine appropriate courses of action*

Email the PPG on shp.ppg@nhs.net to join us

Interested in joining?

SHP would like to gather as many patients as possible from as broad a spectrum as possible to get a true representative sample. We need younger people, workers, retirees and people with long-term health conditions.

Our PPG can also offer virtual membership whereby you can be contacted online to receive newsletters, surveys and updates where appropriate.

**The next Full Member meeting will be on
8th, October, 2025**

**Next committee meeting will be on
Thursday, 16th October 2025**