



[shp.ppg@nhs.net](mailto:shp.ppg@nhs.net)



Practice Number  
0121 705 1105  
Lines open 08.00 – 18.30

# Health Lines

## Issue 47

### Spring 2026

### QUARTERLY PATIENT BULLETIN FROM YOUR PATIENT PARTICIPATION GROUP (PPG)

#### Digital Front Door

SHP now operates an online system for requesting an appointment, this is in addition to by telephone and by visiting the surgery.

The electronic form allows the patient to enter full details of the reason for contacting SHP. Once received all forms are reviewed by a doctor who will determine the correct course of action in each case.

This may be an appointment with a GP or another healthcare professional – whichever is the best option for the patient and appointment date/time will be relayed to the patient to ensure it's convenient.

The appointment arranged can be either face to face or via the telephone, whichever is most suitable and based on the urgency the reviewing doctor deems appropriate in each case.

The form can be accessed from the SHP website by clicking on the link as shown here.



This system is working very well and it has reduced the 8:00am rush for appointments considerably.

If you have any comments or feedback on the system please let us know via the PPG account and we will ensure that your comments are passed to the relevant SHP staff.

*If you have a laptop, tablet or phone and want some assistance in using it here are some links that can help you.*

*Learn My Way website assumes no knowledge of computers and will help you even if you've never used a keyboard, mouse or touchscreen before. It covers the basics on shopping, banking and managing your budget online. For more information visit: [www.learnmyway.com](http://www.learnmyway.com)*

*AbilityNet is a charity that provides support for people with disabilities and older people in using computers and technology.*

*For more information call their free helpline from Monday-Friday on 0300 180 0028 or visit:*

*[www.abilitynet.org.uk/free-tech-support-and-info](http://www.abilitynet.org.uk/free-tech-support-and-info)*

## MEASLES

### Make sure your family is protected!

Measles is **highly contagious** and can lead to severe complications including **pneumonia, brain inflammation, long-term disability or death.** Vaccination remains the **most effective form of prevention.**

### Symptoms and Advice

Measles typically begins with cold-like symptoms, followed by a rash starting on the face and behind the ears, spreading across the body. White spots in the mouth may also appear. Measles is also associated with a fever. There is NO treatment, only supportive care – Making Vaccination CRITICAL

**If you are concerned that you or someone you know may have measles,** please contact SHP by phone or by completing a health form. SHP will advise on next steps including any precautions that may be needed when attending the surgery, to reduce the risk of spreading it to vulnerable patients. For example, you may be advised to wait outside and then taken into a specific clinic room.

Parents are strongly advised to:

- Ensure children are **fully vaccinated.**
- **Isolate suspected cases** to protect others
- **Use the half term break to catch up on missed vaccinations**

The NHS continues to monitor the outbreak closely.

Children can receive vaccines through GP surgeries, schools, or occupational health services for adults.

See <https://www.nhs.uk/conditions/measles/> for more information.

*Information taken from official NHS data sources.*

## Foodbanks

### What Foodbanks Need

The food foundation carried out a survey which suggested that about one in seven households across the UK experience food insecurity, meaning that they don't have reliable access to enough nutritional food.

An emergency food parcel usually provides about three days' worth of balanced non-perishable food. Many people assume food banks only need non-perishable food but they also need other items which are often forgotten.

### Basics Required:

Tins of Vegetables, Meat, Fish, Fruit & Soup

Pasta Rice & noodles, Pasta & Curry Sauce

Cereal, Oats, UHT / Long life Milk  
Tea, Coffee. Biscuits & Snack Bars

Long-life Fruit Juice

Tinned Beans & Pulses

Jam, Honey & Peanut Butter

Tinned Custard & Rice Pudding

Toilet Roll, Soap, Shampoo &

Toothpaste

Sanitary Pads & Tampons

Nappies

Baby Food

Washing Up Liquid, Laundry Detergent

If you can manage to give anything please check with your local foodbank to see what they most need. Anything given is greatly appreciated.

## Useful Contact Numbers:

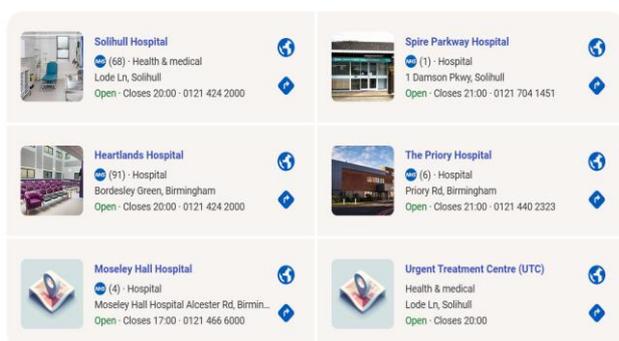
### Health

SHP: 0121 705 1105

PPG: [shp.ppg@nhs.net](mailto:shp.ppg@nhs.net)

NHS non-emergency: 111

Hospitals:



### Utilities

Electricity power cut: 105

Gas Leak: 0800 111 999

Severn Trent Water: 0300 034 2222

Severn Trent Water (emergency): 0800 783 4444

## **Solihull Council**

Council House  
Manor Square  
B91 3QB

0121 704 6000

## Citizens Advice

0808 278 7976

## Police

Solihull Police Station  
Homer Road  
Solihull  
B91 3QL

0800 555111



## 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](mailto: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.

### Feedback from a PPG member:

I had a very good experience with SHP today. I spoke to a care coordinator today about 2pm. A doctor rang back and gave my husband an appointment at 3.30pm. Everything was efficient and the medication was ready at the Pharmacy 10 minutes later. I know this isn't always the case but I do feel if you are patient and polite the staff treat you with respect. However, there's never enough appointments for everyone and this system makes sure they are allocated fairly.

*Patient details received but held due to Date Protection*