

Your monthly patient bulletin from SHP Patient Participation Group (SHP PPG)



As we enter a new phase for our Patient Group, we are keen to have as many registered patients as possible on our mailing list where updates, service and Partnership information and patient bulletins are regularly shared.

We are currently planning a second scoping meeting to agree our structures and ways of working together so that we can define what we want to do and how we plan to do it. This is a collaborative process and we want as much of your input as possible so that the group represents all seven legacy sites and reflects the needs and expectations of patients through our own skills sets and partnership working.

Please visit the SHP web site Home page and click on the Patient Participation Group box towards the bottom of the home page. Complete the form at the bottom of the linked page and submit. This will be sent to the SHP PPG email account. Once received your email address will be added to the list and you will receive all PPG communications.

Many thanks and welcome to your PPG !!!!!!!

At the recent SHP Panel event, Cathy Harrison, Communications Officer, made it clear that patient involvement in SHP is a vitally important for them as a partnership. She stated,

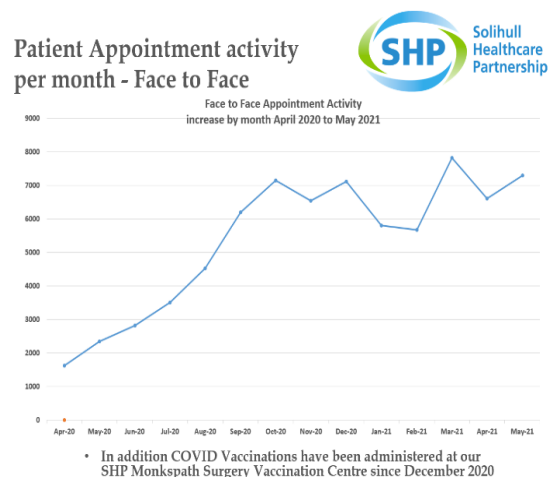
'One of the key ways we communicate, listen to and address the concerns of patients is with the SHP PPG. Patient involvement, engagement and communication is of utmost importance to SHP; in order for us to work together to improve patient outcomes and experience of the services we deliver. SHP wants a single PPG that covers all of our sites, and the SHP PPG has a growing membership and exciting plans for the future. The Interim Chair of the PPG also sits on our Board. The patient voice is paramount to SHP and we fully recognise this and support collaborating with our patients through SHP PPG and through our official social media and digital platforms as well as our 'Have Your Say' channel.'

SHP Panel event 15th June 7.00pm

In response to submitted questions regarding access by telephone, CEO Steve New explained what happens when patients call at 8am;

'Our telephone system holds up to 50 callers in a queue to be answered. We have been asked why callers get a message to say our phone system is at capacity and told to try again later then get cut off. This is the equivalent of the old engaged tone when all lines were engaged. We have been advised that 50 calls waiting in a queue is an acceptable limit but I'm open to patient feedback on this please. We have also been asked why the system has stopped telling the caller where they are in the queue until they get down to position 15. Again, this is following advice as we are told that callers often hang up if they are informed that they are at a high number position in the queue rather than wait to be answered. Again, this is something that we are always seeking patient feedback on please.'

'We have also been asked why our GPs are not seeing patients face-to-face, but I assure you that they are.'



This slide is a summary of the face-to-face appointment activity per month from the start of the COVID-19 pandemic to May 2021. It demonstrates the steady month on month increase in face-to-face appointments and we are now delivering over 7,000 face-to-face appointments per month'.

The Extended Healthcare Team at SHP now includes:

Clinical Pharmacists; Pharmacy Technicians; Care Navigator; Social prescribing Link Worker; First Contact Physiotherapist; Physician Associate; Trainee Nurse Associate and due to join shortly are a Paramedic and a Mental Health Practitioner.

IMPORTANT - NHS Data Sharing

Some of you will have heard and read about this in the media recently. It is intended that NHS Digital will gather patient data held by GP surgeries in England, and feed it into a central NHS database.

After public pressure, the date has been extended to September and it is our intention to ask SHP Board what this means for us as registered patients of SHP and how we can exercise our choice about inclusion or opt-out.

What information will be shared?

The database will collect information on patients' physical, mental and sexual health, including details of diagnoses, symptoms, test results, medication and immunisations over the past 10 years. It will also include data on sex, ethnicity and sexual orientation. NHS Digital points out that this information can already be extracted from GP practices at the moment, with 300 requests made last year.

It says the new central database will mean patient information will be accessed and stored in a more consistent way. The data does not include names and addresses.

In order to avoid any information being shared from their GP records, patients must opt out before the **data transfer begins on 1 September**.

If this deadline, is missed you can still opt out of further future information being shared, but data from the past 10 years may already have been taken from your medical records.

In order to opt out you must complete the "Type 1 opt-out" form and send it to your GP surgery before 1 September.

Why does the NHS want to do this?

Data about hospital patients is already collected centrally, but most of us see our GP much more frequently than we visit a hospital, and many conditions are treated in the community.

Researchers argue that being able to collect information at a national level across England could provide vital data, in turn leading to new treatments.

IMPORTANT REMINDER

Requesting a Repeat Prescription:

From 21st June, here's how to request a repeat prescription...

Go online and sign up to the NHS App or Patient Access

<https://solihullhealthcarepartnership.nhs.uk/online-services/>

Hand in the right- hand side of your prescription to one of our boxes at one of our surgeries.

For safety reasons, from the 21st June 2021, SHP will no longer accept requests over the telephone. If you have an agreement that you can request repeat prescriptions over the telephone, due to specific circumstances and as noted in your medical records, this will continue.

IMPORTANT information Travelling between sites

Did you know NHS Volunteer Responders help people to get to their appointments?

One in three older people find it difficult to get around, particularly if they don't have a car or find public transport challenging. Royal Voluntary Service provides community transport to help older people get out and about more independently, to stay active and social and to get to where they need to be.

Royal Voluntary Service volunteers provide Patient Transport for essential appointments and visits to and from hospital, to a GP or other medical appointment where confidence or mobility issues can make it difficult to attend on time or to use public transport. The volunteer drivers take people that don't just need help with transport to GP, hospital and dental appointments, but for shopping trips and to local social events and activities too.

Call 0808 196 3646 (8am to 8pm) or visit

<https://www.royalvoluntaryservice.org.uk/our-services/getting-out-and-about> for more details.

Next Virtual Meeting of SHP PPG Via Zoom Monday 12 July 2021 From 7pm to 8pm

An invitation and a link will be sent through shp.ppg@nhs.net on 11 July 2021 together with an agenda for the session.

Looking forward to you being able to join this second scoping meeting!