

[View this email as a webpage](#)



Your Health, Your Voice Newsletter

[Your Health Your Voice](#) [@SolihullCCG](#) [#SolihullYHYV](#)

Patient Voice Panel

The next meeting of the Patient Voice Panel will take place at Friars Gate on Wednesday 14th September. In the meantime, here is this month's news update from Solihull Clinical Commissioning Group.

Shaping Primary Care in Solihull

Over the last few months Solihull CCG has been working with the public, local clinicians, GP practices and staff to develop a vision and strategy for primary care in Solihull.

The July meeting of the Patient Panel was attended by Lara Barnish from healthcare engagement specialists THINKnow Ltd. She explained that views and opinions were being gathered through a patient survey and the use of focus groups to develop a primary care strategy.

Thank you to everyone who took part in the Primary Care survey. The results are now being compiled and the final Vision and Strategy will be published during the autumn.

Points and ideas put forward by the Patient Panel group included:

- A reduction in GP workload through the instigation of a specialist GP service to look after care homes and nursing homes.
- Patient education was still required on what services they could and could not expect from their GP service.
- Is the CCG asked to comment on healthcare provision when new housing stock is planned? Doug Middleton, Chief Operating Officer at Solihull CCG confirmed that CCG opinion had been sought in connection with the Blythe Valley proposals.

The panel also discussed the future vision of Right Care, Right Person, with the introduction of a triage system, using Care Navigators to signpost patients to other healthcare professionals such as specialist nurses or pharmacists. Care would be taken to introduce any new system gradually, supporting patients through the transition period.

Annual General Meeting: looking ahead to 2017

Thank you to all who attended the CCG's Annual General Meeting last month at Cranmore Park, Solihull.

Nick Sykes, Communications Manager at Solihull CCG, confirmed that the event had gone well, and that the content and presentations had been well received, including the presentation by Kirstie Lawrence and Ian Black introducing the work of the Patient panel. All of the AGM presentations are still available on the Solihull CCG website:

[View the AGM presentation \(PPT: 40MB\)](#)

Although the AGM was well attended, there were fewer members of the public than anticipated. With this in mind, the Patient Panel put forward some points and suggestions for the 2017 event:

- Perhaps consider an alternative day/time. The AGM was held midweek in the afternoon when many people will be out at work.
- The title 'AGM' is a little uninspiring. An improved event could be more about public engagement / have your say on healthcare.
- This year's AGM took place the day before the EU Referendum, which was uppermost in the public consciousness.

For the 2017 event, the CCG will consider filming the AGM and uploading key sections online for later viewing by those who are not able to attend on the day.

Urgent Care Centre

The Patient Panel received an update from Karen Middlemas, Programme Director Urgent Care, about progress on the new Urgent Care Centre.

Work is under way to develop a new Urgent Care Centre within Solihull Hospital, with the aim of combining the Walk-In-Centre, GP Out of Hours centre and Minor Injuries Unit into one cohesive service, open to the public seven days a week.

Phase One of the project will include relocating the fracture clinic and the Walk-In-Centre. This is expected to be done in early autumn. Phase Two will involve working with providers to instigate the offer of Right Person, Right Time services to patients.

News updates on progress of the Urgent Care Centre will be included in future editions of this newsletter.

Procedures of Lower Clinical Value (PLCV)

The development of some new PLCV leaflets is ongoing. Last month a focus group met to discuss initial ideas for patient leaflet formats.

Easy Read versions are now being drafted, with the design options to be reviewed and discussed at the next Patient Panel meeting in September.

Patient Panel Groups (PPG's)

Tony Green, Chair of the Patient Panel Group Network outlined the current format of PPG Network meetings. The format is currently under review, looking at new ways of engaging, informing and growing the Network.

The main aim of the Network meeting is for delegates to feedback news information and ideas to their own PPGs. Support from and interaction with the Practices, particularly Practice Managers, is key. At the AGM last month, Ian Black of the Patient Panel expressed his appreciation and thanks for what the PPG network is achieving.

Tell us your story

We want to hear you experiences about local health services in Solihull. Talk to us and share your story by emailing solihull.ccg@nhs.net with the subject 'Patient Story'.

Become a Patient Member of Solihull CCG

You can choose how involved you want to be from receiving newsletters to taking part in focus groups – it's up to you.

[Join Solihull CCG as a Patient Member](#)

