

# Newsletter - 16 For Patients

By the Patient Participation Group  
March - April 2017

**Did you see this ?** - at BBC NEWS / Health -  
an article 6<sup>th</sup> February 2017

**You may not know it, but over the past year local NHS leaders across England have been meeting to draw up plans to overhaul the health service.**

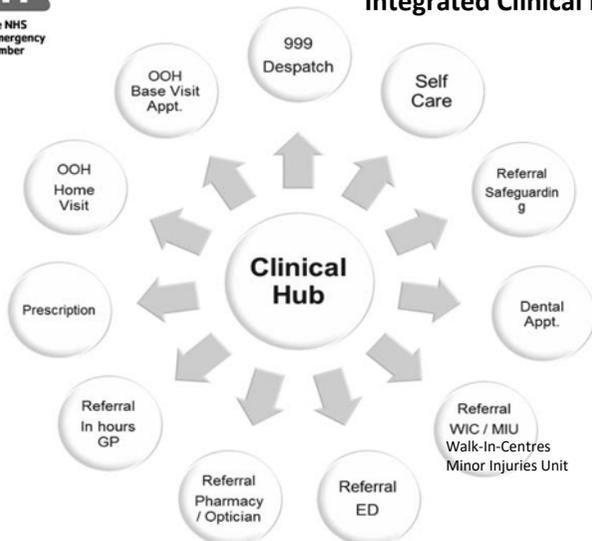
The country has been split into 44 regions, with each asked to come up with a strategy to make services fit for the 21st century.

The initiative - catchily called sustainability and transformation plans or STPs for short - has been shrouded in secrecy after NHS England bosses encouraged local leaders to keep them quiet.

But now all the outline plans have been published and the BBC has been analysing what is in each one...."

You can look up the details of the ST Plan for our area -  
<http://sandwellandwestbhamccg.nhs.uk/better-health-and-care>.  
This is an extract from BBC NEWS / Health (article 6<sup>th</sup> February 2017)

**and this is part of the New STP for our area -**  
**- If you call nhs111 - you have access to an**  
**Integrated Clinical Hub**



**"Birmingham South Central Clinical Commissioning Group - News Item**

## **The nhs 111 New Integrated service for the West Midlands** Started last November 2016 **is now 'LIVE'**

This January, I visited, the huge, **new Call Centre** for nhs111 calls, which is now Integrated with a **Clinical Hub**. The Call Centre is huge and it was fascinating to look down on such a large number of desks and work Stations - GPs, advanced practitioners, pharmacists, etc, etc all answering phones and transferring calls to the appropriate person or service. Some large screens on the wall kept track of the calls as they were coming in and showed how they had been 'dealt with'.

**More visits are planned** to the Call Centre in the future - look out for invitations, if you are interested

*Robbie Palmer Communications Lead for the Integrated Urgent Care Service says:-*

*.....as you may be aware, we have recently developed a new West Midlands-wide Integrated Urgent Care Service. The new service combines NHS 111 and GP Out of Hours (OOH) services across the 16 West Midlands CCGs.*

*Patients now have quicker access to the healthcare advice or service they need by dialling 111. As part of the service, we have developed a Clinical Hub including, among others, GPs, pharmacists, mental health practitioners, and dental nurses. The **Clinical Hub** enables patients to speak to a healthcare professional directly over the phone, removing steps from the process and providing a better, all-round service..."*



This map shows the area covered from Coventry in the east to areas of Shropshire in the west.

*(Article by PPG member Jan, after a visit to the NEW Integrated Urgent Care Alliance Call Centre)*

## Continuing - **Medical Care over the Last Century**

In the last two editions of this Newsletter, PPG Member, Ros, wrote about the history of **Health Care** in this country over the last century, from when it was covered by the 'Poor Law' to the present day. She is, at the moment, in the middle of writing a more detailed account of this. If you are also interested in this fascinating story - here are some notes about some references she recommends:-

- For finding out more about health research Collaboration** between universities and their local NHS :- [clahrcresearch.co.uk](http://clahrcresearch.co.uk) (for our area - the universities are Birmingham, Keele and Warwick C.L.A.H.R.C. and N.I.H.R. (National Institute for Health Research))
- For finding out more about voluntary hospitals:-** put the words 'voluntary hospitals in google or [WWW.hospitalsdatabase.lshmt.ac.uk](http://WWW.hospitalsdatabase.lshmt.ac.uk)
- For finding out more about NHS generally :-** [WWW.nhs.co.uk](http://WWW.nhs.co.uk)
- For finding out more about Patients Associations :-** The National Association for Patient Participation - N.A.P.P. [WWW.napp.org.uk](http://WWW.napp.org.uk) Or see The 'Have your say' section in our Practice website. [WWW.bathrowmedicalpractice.co.uk](http://WWW.bathrowmedicalpractice.co.uk)
- For finding out more about The Poor Law and the development of the London hospitals :-** [www.nhshistory.net/londonhospitals](http://www.nhshistory.net/londonhospitals)
- For finding out what other patients say:-** 'Patients Association' [www.patients-association.org.uk](http://www.patients-association.org.uk) (Article by PRG member - Ros)

## **Come and join the Patient Reference Group** (give your name to a receptionist)

Our next meetings are at 6.15pm  
Here at the Surgery on these dates:-

Wed 15<sup>th</sup> March 2017

Wed 19<sup>th</sup> April 2017

Wed 17<sup>th</sup> May 2017

### **Editor's Note**

You can see the Minutes of PRG meetings and all editions of The PRG Newsletter on the Practice website.

[www.bathrowmedicalpractice.co.uk](http://www.bathrowmedicalpractice.co.uk)

Click on '**Have your say**' ..... Then  
Click on '**Patient Representative Group** .....then  
Click on '**Minutes, Reports and PRG Newsletter** .....then  
(Don't forget to scroll down the page to see - page 2)

# CHILDRENS PAGE

## COLOUR THE PICTURE

Ask at Reception for coloured pencils



### Boys and girls -

Can you find **our** doctor's website ?

[www.bathrowmedicalpractice.co.uk](http://www.bathrowmedicalpractice.co.uk)

Show the 'grownups' how to book a doctor's appointment **ON LINE** - (At the bottom of the first page)

And under - **'Have Your Say'** find :-

**"Patient Participation Group:-**

And **the headings :-**

Virtual Patient Panel

And the heading 'Minutes, Reports and PPG Newsletters'

click on 'Newsletters' and find copies of other Newsletters !

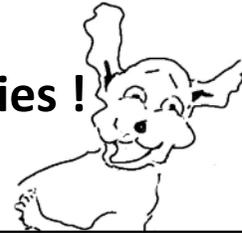
## Healthy Living Chat



Here is someone who knows what is good

## Wonderful walks in Birmingham

### Walkies !



I know what is good for me!



Here is my ideal exercise :-

1. Walk to a bus stop or train station
2. Go to a super park or towpath
3. Walk
4. Stop for a drink of water
5. Walk again - more exploring
6. Find the bus or train back
7. Walk back home for food



**Maps :-** The Birmingham Library and Art Gallery shop have wonderful maps of all of the Birmingham area 'Greenways' for Cycling and walking.

**Visitor Centres :-** here you can get more detailed walks maps & information, & usually a cafe and loos.

### Apps :-

( And if you get a **FREE** 'app' for your phone such as 'Bus Checker' You can find out many things:-

- 1 a map of all the bus stops in your chosen area
- 2 click on a bus stop and you can see which busses stop there
- 2 the route a chosen bus will take
- 3 the time the next bus will arrive

### Groups :-Walking with groups:-

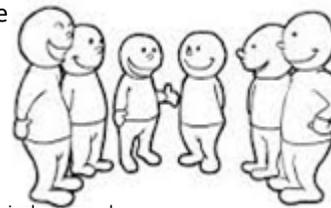
This is great fun and there are several walking groups in & round Birmingham

Search & Look up :-

'Friends in Retirement.' <http://www.fircone.birmingham.org.uk>

'Walking groups in Birmingham.' (South Birmingham Ramblers - various other groups.)

'Birmingham National Trust' - walking groups.



## Healthy Living Chat



**Dr. Exercise says:-**  
**"Here are some bus and train routes to find good Parks and Towpaths:- "**

### Bus Numbers

**Cannon Hill Park (& Midlands Arts Centre ) 1, 885, 35.**

**Woodgate Valley Park ..... 23**

**Lickey Hills .....47**

**Sutton Park ..... Train to Sutton Coldfield**  
 (The Park and Visitor Centre are a short walk from the station)

**The Lakes (Earleswood Lakes) ..... Train to 'The Lakes'**  
 (on the Stratford-Upon-Avon line You have to have asked guard to stop)

**Harborne Walkway from Harborne ..... 22, 23, 10.**

**Harborne Wway from Summerfield Park . 80, 82, 83 87,11**

**Sandwell Valley Park (North) ..... 16**  
 (to Lingfield Court bus stop)

**Sandwell Valley Park (south) ..... 101 (terminus)**

**Sarehole Mill and ..... 5, 11c**

**Moseley Bog ..... 2, 3**

(And Cole Valley walks - north & south)

**Edgbaston Reservoir ..... 80, 829, 127, 128, 129.**

**Botanic gardens ..... 10, 22, 23, 24, 29, 647.**

**Eastside Park and Digbeth Canal Bus Station**  
 from 'The Cube building walk along Bham mainline canal & turn right at 'Malt House' walk down 'Farmers Bridge locks' to the junction with Digbeth Walk down Digbeth canal & - come off at Curzon St & walk past Think Tank to **Moor St bus station.**

Our Practice website ?

[www.bathrowmedicalpractice.co.uk](http://www.bathrowmedicalpractice.co.uk)