

Recommendations from SHP Access Independent Review	Action and timeline	Responsibility	RAG Status	Update and Outcomes
<p>14.1 An ongoing review of the call centre at SHP with Red Centric and CCG Officers needs to continue to ensure the actions are implemented and ongoing improvements are made.</p>	<p>Meetings held with SHP/Red Centric/Mansoor Mitha, the latest on the 8<sup>th</sup> June 2021</p>	<p>SHP/ Mansoor Mitha/Redcentric</p>	<p>AMBER</p>	
<p>14.2 An independent consultant to be brought in to review the social media that interviewees have cited as part of this report. In particular, the Solihull Healthcare Patient Facebook Page. Interviewees have raised concerns that the social media could be defamatory and is causing patient safety concerns.</p>		<p>Jen Weigham/Lisa Maxfield/Dr Lucy Evrivades</p>	<p>AMBER</p>	

<p>14.3 SHP should set up a telephone line that is direct for professionals to seek advice so that it diverts any activity away from the main patient phone lines. This is to ensure quick access for professional to professional in the best interests of safety to the patient.</p>	<p>Number provided as requested by BSOL CCG. Review access and by who with CCG SHPs Chief Pharmacist will liaise with the LPC regarding the need for a community pharmacy phone line for healthcare professionals.</p>	<p>SHP</p>	<p>RED</p>	<p>SHP has a dedicated telephone number for healthcare professionals.</p>
<p>14.5 SHP need to resolve the issues between their PPGs, an offer has been made from the CCG Communications and Engagement Team to act as a mediator between the Monkspath and SHP PPG to resolve the issues.</p>	<p>Legacy Monkspath PPG are continuing to operate outside the single SHP PPG.  Jen at CCG to contact David Page, Interim Chair of the legacy Monkspath PPG, following the Solihull Health and Wellbeing Board on the 15<sup>th</sup> June, to encourage engagement with the single SHP PPG.  SHP, with input from Jen - CCG Communications, have an agreed Stakeholder Briefing/Statement to be issued to key Stakeholders, Councillors/MPs, Healthwatch on the 14<sup>th</sup> June and Patients following the Solihull Health and</p>	<p>SHP with Jen Weigham</p>	<p>RED</p>	

		Wellbeing Board on the 15 <sup>th</sup> June.			
14.6	SHP need to make sure they are proactive in all their patient communications as to instil public confidence in their service.	SHP Communications plan development and implementation – ongoing. Continued patient communication across all relevant channels – online/offline - including on-site, social media and web site, Patient events - registered patients online event	SHP	AMBER	
14.7	Healthwatch will be undertaking their own mystery shopper exercise and have agreed to share their findings once complete. A correlation to the CCG mystery shopper findings, once received will be required.	on 15th June, as well as regular communication and updates with the official SHP PPG.	Healthwatch/Lisa Maxfield/Dr Lucy Evrivades	RED	
14.8	The CCG needs to review its processes should concerns and complaints be raised and identify triggers that would spark an		CCG Officers TBC	RED	

investigation or independent review				
14.9 The CCG could work with GP call centre providers to work through a consistent set of call handling standards. Given the length of calls patients are waiting in section 10.		CCG Officers TBC	RED	