

Patient Participation Group – Notes & Actions

Tuesday 18 July 2023 1-3pm

Attendees

Alex Camies, Chair (AC)
Ian Baker, Secretary (IB)
Dr. Simon Parton, GP Partner (SP)
Jo Daniels, Modality Operations Manager (JD)
Janice Heredia, Patient Liaison Officer (JH)
Joan Lindsay, Bellingham PEG Representative (JL)

1. Apologies

Neil Sherringham, Secretary Jenner PEG (NS)
Polly Wicks, Interim Chair Bellingham PEG (PW)
Stacy Dangare, Interim Secretary Bellingham PEG (SD)

2. Matters Arising from previous meeting

There were no matters arising

3. Modality Performance (key indicators – targets v. actual)

JD summarised a performance dashboard covering the 3 Modality sites. Some key points of note were:

- Between 17-30 April, an average of 644 contacts/cases were closed each day
- Between 1-30 May some 12,587 contacts/cases were taken with 12,133 closed
- Mondays remain the busiest days for contacts, with the Routine Bookings Team being busiest
- Approximately 60% of all contacts are now made online (in May-July)
- The 'backlog' of contacts to be actioned is steadily reducing
- The 'Digital Team' continue to meet 3 times per day to review queues and routing

Action: SP/JD are to reflect on the confidential status of this data to determine what should be made public and what should remain private

Action: JD to provide AC and IB with the full dashboard report, on the understanding that this will remain confidential

4. Modality Update:

JD advised that recruitment had significantly improved with 3 Doctor's joining Modality SL and 2 joining the Bellingham practice, with 2 offers being made to doctors for the Jenner. This would bring the GP staff up to the target numbers. Additionally, interviews are taking place for additional roles to support GP's (e.g. nurses) with gaps being filled by locums. It has also been possible to run 12 sessions, facilitated by 'remote' GP's across the 3 sites.

Recruitment has also facilitated 2 new pharmacy technicians and 2 Administrators for the MSP (Pharmacy Hub), plus 2 new students at the MSA and a medical student for 'note summarising.'

5. PEG Escalations

• Loss of Lloyds pharmacy (Sainsbury's) serving Bellingham

IB (on behalf of the Bellingham) noted the alarm and concern expressed by the PEG about the adverse impacts of having no local pharmacy serving Bellingham. The PEG believe that Modality should be doing more to help

the Bellingham patients, perhaps by working more closely with Touchwood and Vantage to provide an effective delivery service to Bellingham patients.

SP recognised and shared the concerns about the loss of the Lloyds Pharmacy (in Sainsbury's) serving the Bellingham patient cohort. This had already been raised at the Pharmaceutical Needs Assessment Group, because of the adverse impact on patients, but was clear that Modality can't promote specific pharmacies.

Action: SP to explore what can be legally done to improve Bellingham patient's access to pharmaceuticals, through improved delivery arrangements and notifying patients of their options.

- **Lack of dashboard performance data (Bellingham)**

IB (on behalf of the Bellingham) noted that the Bellingham PEG members were grateful for the 'Friends and Family' data provided by Lawrence Grace at the last meeting, but sought fuller information about access and outcomes to the Bellingham service.

JD noted that, currently, dashboard performance data was not available on a site by site basis, although did not rule out the possibility for the future as site locators existed within the Klinik system. SP & JD agreed to look at the potential for sharing the Modality dashboard data (see 3 above).

6. PPG Activity Update

Concern was expressed by all that whilst there was now clearly some impetus behind the South Lewisham and Bellingham PEG's, this was not currently being reflected at the Jenner site.

Action: IB agreed to reach out to the current Secretary (NS) to explore the current status and commitment behind the Jenner PEG, and consider options to generate better representation and engagement

7. Any Other Business

JD noted that in preparation for the imminent CQC inspection, she had created and updated the PPG information and documents in a CQC PPG web page.

Action: JH to compare and check the Modality website to ensure that all appropriate PPG materials are there.

8. Date of Next PPG Meetings

Tuesday 19 September 2023 – 13.00-15.00

Tuesday 21 November 2023 – 13.00-15.00

Actions Summary

Action: SP/JD are to reflect on the confidential status of this data to determine what should be made public and what should remain private

Action: JD to provide AC and IB with the full dashboard report, on the understanding that this will remain confidential

Action: SP to explore what can be legally done to improve Bellingham patient's access to pharmaceuticals, through improved delivery arrangements and notifying patients of their options.

Action: IB agreed to reach out to the current Secretary (NS) to explore the current status and commitment behind the Jenner PEG, and consider options to generate better representation and engagement

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