

BELLINGHAM PATIENT ENGAGEMENT GROUP

MEETING NOTES

2:00 – 4:00 pm Thursday 17th October 2024
Bellingham Green Surgery, 24 Bellingham Green SE6 3JB

Present: Polly Wicks (PW) (Notes), (Chair), Dr David Sharpe (DS), Laurence Grace (LG), Jennifer McCullough (JMcC)
Apologies: Summer White (SW), Stacey Dangare (SD), Paul Hume (PH), Mrs O Mosaku Thompson (OMT), Lorraine Eysers (LE), Donna Redman (DR)

Action

1. Introductions and welcome to new members

Jennifer McCullough was welcomed to the group.

2. Matters Arising and Notes of Previous meeting

Notes from the previous meeting held in April were reviewed.

Arising from these were the following points:

- Imago is now well established across Lewisham and are operating from their offices at Glassmills Leisure centre.
- The Digital hub is operating across Modality and is present at Bellingham on Wednesdays to provide support to patients in accessing online services like Klinik. Reception is proactively telling patients about it and signposting patients to it.
- Arising from discussion about difficulty of filling out lengthy Klinik form, it was noted that Klinik is being reviewed at present. PPG have set up task force to look at issues in more depth.

3. Practice Update

- A new appointment app is being rolled out for use with text messages so that patients can book appointments more easily.
- Dr Hillman has retired, and a salaried GP has moved on. There is no impact on patient availability as the shortfall in staff is being covered by the regular doctors within the practice.
- A pilot has been launched with London Ambulance Service to answer calls to the surgery. This has led to an improvement to call times, with waiting down to 8 minutes. The pilot will run until April next year.
- COVID & Flu vaccination clinics are ongoing at Jenner. One took place at Bellingham 12th Oct. Overall, take up has been good, with fewer than usual DNAs.
- New RSV vaccinations took place in September.

- Two more trainee GP registrars have completed their training.
- Since the change in Government, a small amount of additional funding for GPs has been made available. This has resulted in extra capacity at the Jenner. Probably only equivalent to half a GP – but it marks a change in policy as previously additional funding was only available for paramedics or PAs.

4. Feedback from last PPG meeting

- New modality website to go live from December- looking how to create a repository that hangs off it (extranet) but issues around requirement to have an NHS email address have prevented progress.
- Digital hub up and running at all 3 sites
- Discussion about opening times for Klinik
- Jenner PEG now up and running.
- A taskforce has been set up to review items in more depth. It will report regularly to the PPG meeting.

5. Items to feed up to next PPG meeting

- Discussion about difficulty of filling out lengthy Klinik form. Klinik is being reviewed at present. PPG have set up task force to look at issues in more depth.
- Ongoing issue about lack of pharmacy local to Bellingham.

6. AOB

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| 6.1 | Engagement – There was a discussion about difficulties in engaging patients with the PEG. It was agreed to canvas members with a poll. PW to message round to group to canvas ideas. Potential ideas suggested included online meetings, holding the face-to-face meetings later in the day, or maybe running hybrid online/face to face meetings. | PW |
| 6.2 | Dr Sharpe to speak to Dr Parton to see if anything further that can be done about pharmacy provision in Bellingham. | DS |

Date of Next Meeting: 12th December 2024