

## BELLINGHAM PATIENT ENGAGEMENT FORUM

### MEETING NOTES

3:30 – 5:30 pm Thursday 17/04/2025

Bellingham Green Surgery, 24 Bellingham Green SE6 3JB

**Present:** Dr David Sharpe (DS), Lawrence Grace (LG), Paul Hume (PH), Polly Wicks (PoW) (Notes).

**Apologies:** Jennifer McCulloch (JMcC), Stacy Dangere (SD), Summer White (SW)

**Action**

**1. Introductions and welcome to new members**

Discussion regarding how to engage new members. No new members this time.

**2. Matters Arising and Notes of Previous meeting**

**Ref GP workforce survey** – It is a study of GP workload – embargoed so cannot be discussed. Previous notes amended to take this into account.

**Ref AI tool** – DS and Dr Wheeler using it and liking it – not sure if being more widely used yet. **DS** to raise with colleagues when they're back from leave to find out if it is being more widely used in surgeries.

**DS**

PoW has done Next Door post. Not clear of the reach of that. PH and PoW will check the post and see if it needs re-posting more widely.

**PoW**

**3. Practice Update**

- 2 New staff started (admin). Still recruiting.
- Spring COVID booster clinic at Bellingham next Tuesday  
Also running at Jenner. Still big issue of no shows.
- Discussion re winter and flu – how bad it has been this year.

**4. Feedback from last PPG meeting**

Items from February's PPG meeting were discussed and included ongoing work on website development, involving patients in the recruitment process, work of task groups, telephone performance, changes to Klinik categories for categorising cases for appointment, that Doctaly notifications have now stopped, and that Klinik opening times have been changed to 08:00 – 13:00. Feedback about this at the PPG was that changes in opening times were largely working well with no complaints and volumes of Klinik requests were remaining about the same. 3 new Patient Services Assistants had been recruited. It was agreed at February's PPG to adopt the title Patient Engagement Forums for the meetings previously known as Patient Engagement Groups –

to distinguish the difference between the role and function of the PPG and PEFs better. The forum also discussed the presentation given by St Christophers' at the PPG in February.

**5. Items to feed up to next PPG meeting**

**PoW**

- Can we investigate Saturday no shows further – is this a Modality-wide problem or just Bellingham, can we think of anything else to encourage better take up of appointments.
- How are table talks broadcast more widely to patients? (All the timetables up at all the surgeries?) Can there be a mailing list for patients? No newsletter.

**6. AOB**

**6.1 Timetable of table events at Bellingham throughout 2025**

**22/04/2025** – date now changed, but an energy advisor is coming in to give advice on keeping bills down and signposting towards advice and financial help in April.

Challenge for Bellingham is that the highest footfall is first thing in the morning, but organisations come in late morning when it is much quieter.

**6.2 Feedback on Hybrid Meeting format**

Agreed that changing the time of meetings hadn't made any difference to uptake from patients. We will revert to meetings taking place earlier in the day but maintain the option to also join online.

**All to note**

**6.3** Discussion regarding Carers groups – support for unpaid Carers run by Imago now. Noted that patients and carers can self-refer to Imago.

**6.4** Discussion regarding changes to prescription process (paper) – feedback that this hasn't been much of a challenge at Bellingham. Maybe because we don't have a pharmacy on our doorstep unlike other two practices.

**6.5** Send PH the information about the purpose of PEFs and how that sits within the framework of patient engagement. He will try and spread the word to encourage new members to join the PEF.

**PoW**

**Date of Next Meeting:**

**1:30 – 3:30 pm 12 June 2025.**

***PLEASE NOTE EARLIER START/FINISH TIMES FOR MEETING.***