

BELLINGHAM PATIENT ENGAGEMENT FORUM

MEETING NOTES

1:30 – 3:30 pm Thursday 23/10/2025

Bellingham Green Surgery, 24 Bellingham Green SE6 3JB

Present: Dr David Sharpe (DS), Summer White (SW), Paul Hume (PH), Jennifer McCullough (JMcC), Polly Wicks (PoW) (Notes), Lawrence Grace (LG)

Apologies: Gary Hammond (GH)

Action

1. Introductions and welcome to new members

No new members present.

2. Matters Arising and Notes of Previous meeting

2.1 Notes of meeting dated 14 August 2025

Ref 3 - Recruitment of Healthcare Assistant with Phlebotomy experience: – This will provide an in-surgery service for people who have difficulty travelling and patients in the greatest need. They can have their blood tests done at the surgery now.

3. Practice Update

- Covid vaccination clinics ongoing. Uptake has been low – there have been problems with messages around change of eligibility this year. To counter this, reception staff have been calling patients who are eligible to encourage them to get vaccinated.
- Flu vaccination clinics ongoing.
- Dr Kulendran has left. A new salaried GP will be starting in the new year (Dr Jansz).
- An HCA has started and is attending training to be upskilled to deal with a broader variety of appointments
- A new Patient Services Assistant has started.
- A GP survey (IPSOS MORI) and survey about carers have been completed with good results.
- Integrated Neighbourhood Teams (INTs) – Modality have been allocated a caseworker and Health and Wellbeing worker and a part time pharmacist who will be focussing on specific pathways like cardiovascular disease. They will focus on patients with multiple morbidities, looking to prevent hospital admissions. INTs will be coordinated at ICB/local authority level.
- There was a discussion about how services at the surgery are funded and allocation of resources.

4. Feedback from last PPG meeting (Aug 2025)

- Meetings have taken place with St Christopher's Community Action Team. They are looking to partner with Modality around the following areas:
 - Engagement

- Equity
 - IP agreement for MAU partnership.
- Key areas discussed were:
 - Training in understanding the journey/managing frailty
 - Direct event work
 - Admin team - supporting them to understand equity
- Meetings have taken place with Ann Hooper regarding the restructure of local neighbourhoods.
- Dashboard – looking at how to improve statistical analysis around continuity of care.
- Key tasks – looking to re-start and bring work back on track
- Resources – looking at spending against budgets to ensure we stay within limits.
- Looking to identify a new space to locate the triage hub
- Klinik – changes to operating times coming
- Telephone – LAS working well but review of service underway.
- New automated DocMan system to be rolled out
- Further roll-out of Amina. Noted that it would allow better filtering and coding through use of AI. Update at PEF was that roll-out of Amina and DocMan have been delayed while a new IT system is rolled out across Modality.
- Behind with medication reviews – noted as an area for improvement
- Carers pack was not on website – there should be an additional tile on Klinik to identify unpaid carers.
- Carers working group to be set up by Carolyn Denne with a nominated carer lead at each site.
- Work required on signposting at Jenner and Bellingham to be escalated to practice managers at Bellingham Green and Jenner.
- Our PPG Chair has been advising Hilly Fields Practice Group on setting up a PPG in their area.
- ICB are launching a focus group regarding overprescribing/hoarding of medicines.

5. Items to feed up to next PPG meeting

None.

The date of the next PPG meeting is to be determined, but likely to take place in November.

6. AOB

6.1 Length of waiting times for routine appointments

The triage process was explained. Requests for appointments are split into different categories:

- Patients that need to be seen that day
- Patients that need to be seen within a week
- Patients to be offered a routine appointment
- In addition, the triage doctor may resolve issues by phone immediately

Ideally, routine appointments will be offered within two weeks.

Capacity and access issues were discussed. It was noted that

funding does not necessarily follow demand. Comparison of the service prior to the introduction of electronic access (Klinik) and the present service highlighted how access has changed. Now all patients are in the workflow and urgent matters can also be directed to 111. Did Not Attend (DNA) rates were discussed. DNAs are currently running at 6% of all appointments.

6.2

Operating times for Klinik appointment booking system

Klinik is now open from 08:30 – 18:00, in line with surgery opening hours. After 12:00 noon, requests are queued for review the next day and patients are directed to only use Klinik for non-urgent requests after noon. The new arrangements are under close review. No notable change to phones in terms of volume of calls so far. A review of data is scheduled in November. PSAs at reception have been trained to signpost patients appropriately.

Date of Next Meeting: 12th December 2025