

BELLINGHAM PATIENT ENGAGEMENT FORUM

MEETING NOTES

1:30 – 3:30 pm Thursday 11/12/2025

Bellingham Green Surgery, 24 Bellingham Green SE6 3JB

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

Apologies: Gary Hammond (GH)

Action

1. Introductions and welcome to new members

No new members today.

2. Matters Arising and Notes of Previous meeting

Ref Vaccination –Finishing last session of COVID vaccinations next week at SLHP. Low patient take-up. Take-up of flu vaccination low too. Discussion about reasons for declining take-up year on year.

In response to a query about whether there were any shortages of GPs, it was noted that the GP recently employed at Jenner will be taking over at Bellingham. They will replace Dr Kulendran who recently left.

Update on position about waiting times for appointments: As it stands waiting times are around 2 – 3 weeks for appointments. Over Christmas there will be a bit of a hump because of surgery closures over bank holidays.

Integrated Neighbourhood Team: the caseworker allocated to Modality has left so we are waiting for recruitment to this vacancy. The pharmacist & health and wellbeing worker are starting to make an impact.

Noted that the date of next meeting in the minutes should have read 11/12/2025.

3. Practice Update

GP started at Jenner now working at Bellingham as discussed above in point 2.

PPG section of website has undergone re-design to include an online form for recruitment of patients to forums.

Integrated Neighbourhood Team has started

Funding & allocation of resources at the surgery on target.

4. Feedback from last PPG meeting

Notes from the PPG meeting dated 19 November 2025 were discussed:

- Kate Tebbs looking at capacity and access on a weekly basis. Use data to inform improvement of services with staff.
- **Key Indicators Dashboard** – Some additions, including data labels and both numbers and percentages to be included to help understand resource requirements better, were requested

- **Key Tasks Groups** – being re-defined and re-scoped
- **Website Development** – LG is leading on website development. Consideration of whether minutes and relevant information from PPG can be uploaded. Discussion about frequency of meetings with developers to progress website development.
- **FIT (Colon Cancer) Test Pilot – Wording** – Recommendations for improvements to the wording in text messages to patients to remind them to return their stool samples have been submitted to Dr Parton for consideration.
- **Carers booklet was discussed.** Some improvements to the format and layout have been suggested. Noted the need to ensure all links to other pages on the website remain current and are updated as necessary.
- **PEG Escalations** – South Lewisham reported on a semi-successful meeting with web developers regarding the PPG pages. This has now been forwarded to Kate Tebbs/Dr Parton for further attention. Need for better engagement with PPG members and developers was noted.
- **PPG Activity Update – What's On noticeboard for November** discussed. How to involve Jenner and Bellingham more was also discussed. The need for each site to have a nominated lead to keep noticeboards updated agreed.
- **Updating TV screen in reception at SLHP** discussed.
- **Self-referral pathways for MSK appointments** discussed. Noted that there was confusion about availability of appointments and need for a directory of self-referral options. This fed into a broader conversation about sign-posting patients and the importance of clear communications.
- **Date of next PPG Meeting** – This has been re-scheduled and will now take place on 14/01/2026

5. **Items to feed up to next PPG meeting (14/01/26)**

- 5.1 AWC use Klinik – is there any merit in sharing learning?
- 5.2 No more scheduled PEF or PPG Meetings. Can we have dates for PPG throughout 2026, so that appropriate PEF meetings can be scheduled with as much notice as possible.
- 5.3 Discussion about whether we can use text message to all patients to let them know about PEF/new pages on website.

6. **AOB**

- 6.1 **Calendar of meeting dates for 2026** – Dates for PPG Meetings in 2026 will be requested so that a calendar of PEF meetings for the whole of 2026 can be created.
- 6.2 Discussion about **number of *Did Not Attend*s for Saturday appointments**. Agreed to keep a watching brief on levels of non-attendance. **All**
- 6.3 **Diversifying membership** – PoW to speak to GH to find out what would be helpful for him to be able to attend meetings. Agreed that it is likely that having the PPG Membership Application Form on the website will encourage more applications. **PoW**

- 6.4** **Friends & family box in surgery.** Collects a wide range of anonymous feedback. Because of anonymity, complaints can't be followed up very well. Most data collated via friends & family text messages with good take up.
- 6.5** Paul Interested in knowing the stats about numbers for appointments and would like to see further breakdown of data by site.

Date of Next Meeting: tbc likely February