

NOTES OF MODALITY LEWISHAM - JENNER HEALTH CENTRE PATIENT ENGAGEMENT GROUP (PEG) HELD ON 12 FEBRUARY 2025

Present: Dr Simon Parton (GP Partner); Dawn Leonida (Practice Services Manager) [for first hour]; Patients SA, CD, JH (Chair), GM, PM, SM, DO, JP, NS (Secretary to PEG), LU, CW-B.

Apologies received from patients: JA, DB, PL, JP.

- 1) Welcome/Introductions/Meet the Team/Apologies for absence – The Chair welcomed everyone to the meeting; staff and patients introduced themselves to each other; apologies noted.
- 2) Notes of 4 December 2024 Meeting – Agreed as correct record of meeting.
Actions highlighted.
- 3) Matters Arising (not otherwise on agenda)
 - a) Dalmain School Artwork – The after-school art work has arrived and was displayed for those assembled. There is quite a lot, produced by 22 children on good quality art paper, so quite durable. Jenner to organise clip art frames, but as so many paintings, propose that they be shared and moved around between the three Modality Lewisham sites.

Discussion on launch event – to be held in Reception area, and invite the Mayor [*subsequently informed 1st May attendance*], Jim Dowd, Youth Mayor, Ward Councillors, etc., parents of children, liaising with Wayne (Art Tutor) on best date and time. Filming event for website considered, but would have data protection implications; Wayne's views to be sought. Launch could be part of further Practice engagement with schools.

A sub-group comprising Sheelagh, SA and GM agreed to liaise with Wayne and Jenner staff on practicalities of launch event, plus contact with Lewisham Mayor and Youth Mayor and events staff; Also BBC (News and Local).
 - b) Patient Participation in Recruitment – The HR policy was silent on this issue; Modality Lewisham managers were supportive of the initiative in principle; but there is a recruitment freeze on at present. Patients would be involved in more senior appointments. Training/briefing on how Modality undertake recruitment would be needed.

Agreed that Neil would e-mail PEG attendees to ascertain who would like to be involved in staff recruitment and what recruitment knowledge/experience they have. [Other PEG members who were not at the meeting, but who may be interested in participating in staff recruitment, please e-mail Neil.]
 - c) Reception Name Plates – Decision made to have the same format of staff name plates in reception and on doors at all three sites, so has taken rather longer to organise, but order is now in.

Staff do have their names on ID cards, but lanyards uncomfortable, and not all wear them. Looking at clip-on badges. Some staff reluctant to have their names

(even first name only) known as they live locally and could be traced through social media.

- d) Terms of Reference for Patient Engagement Group (PEG) – Approved.
- e) Ground Rules for Patient Engagement Group – Approved.
- f) PEG Jenner Liaison Staff Member – Someone who could deputise for Dawn when she is not available has been identified, but not yet approached. **Jenner to inform Neil when this is sorted.**
- g) Notice Boards – **Sandie to now take action on this**, in liaison with Dalmain art displays. Discussion around having themed notice boards – unpaid carers, young people, mums, women, men, etc. if there is sufficient space.

4) Patient Issues

- a) Support for Unpaid Carers – CD had produced a helpful briefing note. The role of carers is clearly important, but many don't identify themselves as such, particularly young people and elderly who look after adult dependents. This is one of the Key Development Areas in Modality Lewisham and an information pack has been produced, which will become available. Any images used should include a range of people, including young/child and elderly carers.

There are a great number of organised and informal carer support networks, including Imago in Lewisham, but little link-up between these networks. The Practice catchment area has an above average number of carers.

Whilst the information document will be useful, there is much to do to make carer support a quality reality, including staff induction and training, signposting, bespoke needs of carers, proxy access to services, etc. Simon said the practices are very conscious they need to move on this; it would be good to have more patients involved in this development area. **Please inform Neil if you are interested in being involved in the Carers Key Development Task Group.**

Discussion about funding to support development of this work; thought National Lottery may be most appropriate; also the Lewisham Young Mayor has a small budget for community activity.

- b) Reception Staff 'Attitude(s)' – LU had previously raised this issue, and said that from a negative experience of a young person, who has not returned to the practice, she subsequently saw an excellent interaction between a receptionist and young patient. Simon said that all staff had been made aware; they recognise that triage can feel too much for patients, but is necessary.

General discussion about reception completely lacking any confidentiality with those waiting clearly listening in on conversations at the desk. Also whole area feels hard and lacking any softening; perhaps some plants. **To be looked at as part of art displays.**

5) Updates from Modality/Jenner Practice – Mainly covered as items discussed.

Simon reported that the new call system provided by the London Ambulance Service had significantly reduced waiting times, although there were still teething issues being addressed, particularly with call diversions. A patient experience had been that having been transferred from Jenner, in arranging a call-back, the number the call handler had was for Jenner, rather than the patient.

Some more administrative staff had been recruited.

- 6) Key Development Areas – Covered above. If any patient wishes to be involved in one or more of the four Development Areas – Prescribing, Carers, Signposting, Access & Clinic, please inform Neil and he will notify the appropriate lead.

7) Any Other Business (from various discussions throughout the meeting)

- a) The Modality Lewisham website has been updated:
<https://www.modalitylewisham.co.uk/>
- b) Asked if we were members of the National Association for Patient Participation (<https://napp.org.uk/become-a-member/>). Thought that the PPG would be members. Neil to check.
- c) Simon reported that there are awards for GPs, practice staff and Patient Participation Groups. Modality Lewisham had been slow in getting nominations submitted, but maybe for next year.
- d) Felt feedback to the practice difficult to give as there is only a complaint form, so not appropriate for positive comments or suggestions. Patients informed that this form, whilst not appropriately named, can be used for other feedback, and on receipt will be channelled appropriately. Patients assured that there is no link between complaints being submitted and patients' records.
- e) Discussion around getting young people (yp) to transition from being responsibility of parents/carers to being independent and responsible for their own health care. It is a challenge for yp to learn how to make appointments, pay for prescriptions. Going to university away may mean that a local surgery take over care (even without the yp knowing). Also to get yp involved in PEG.

Suggestions included writing to all coming to age 16 to inform them of their ability to manage their own health needs; provide information on how to book and appointment or request repeat prescription; also include sexual health information (contraception/cervical smears).

This could be another Key Development Area (Neil to refer matter to PPG), and should involve young people, perhaps careers officers (for those considering going into caring profession); could be a dissertation project. Utilising appropriate social media most likely to engage young people.

Any patients who have young people (16-25) who may be interested in working on this topic, please inform Neil.

- f) Asked about how outward looking is the practice, Simon responded that he would like the practice to do more going out. This is done by Social Prescribers. Simon would also like to utilise Health Practitioners, but they and other practice staff are needed to cover appointments.
- g) Discussion around there are many lonely people, and many with mental health issues who would benefit from support, such as a coffee morning. These are held at South Lewisham, which is recognised as not being readily accessible from Jenner, but not yet running at Jenner – needs volunteers.

Lewisham have a directory of known support groups:
<https://lewishamlocal.my.site.com/s/>

- 8) Date of Next Meeting – Wednesday, 9 April 2025 at 5:00pm.

Meeting ended at 6:42pm with Chair thanking all for their attendance.