

## NOTES OF MODALITY LEWISHAM - JENNER HEALTH CENTRE PATIENT ENGAGEMENT GROUP (PEG) HELD ON 9 APRIL 2025

Present: Patients – SA, CD, JH (Chair), GM, PM, SM, SM, NS (Secretary to PEG), CW-B, DW; On-line – JP, JP. Staff - Dr Simon Parton (GP Partner), Will (Reception).

Apologies received from patients: PL and staff member: Dawn L (Practice Services Manager).

- 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. *Apologies to those on-line or trying to get on-line for the difficulties.* **Jenner will sort for next meeting.**
- 2) Notes of 12 February 2025 Meeting – With one amendment to Dalmain Artwork sub-group composition, agreed as correct record of the meeting. **Actions highlighted.**
- 3) Matters Arising (not otherwise on agenda)
  - a) Patient Volunteers for Staff Recruitment – Four patients had volunteered their services and provided details of their recruitment experiences. One phone number required, following which **Neil will provide details to Jenner managers.**
  - b) Staff Name Badges – Suggested that as in hospitals, first name and job title badges be worn by staff. Currently staff are expected to wear their ID badge, but as on a lanyard, is difficult for patients to look at. NHS suggested format: <https://www.england.nhs.uk/nhsidentity/examples/nhs-staff-identification-badge/>

Staff survey to be undertaken soon and views will be sought on this matter.

A patient raised a concern where she had missed a GP appointment and she did not know the person she subsequently saw – they hadn't introduced themselves, and when she found out it was a GP Associate felt short-changed. Simon apologised for the lack of introduction and explained that GP Associates are only linked with patients within their clinical competency and all actions/decisions are supervised/checked.
  - c) National Association for Patient Participation Membership – Reported that some years ago the Patient Participation Group had been members of the National Association, but for the fee charged, it wasn't felt to add any benefit, so subscription wasn't renewed.
  - d) PEG Jenner Liaison Staff Member – Nobody formally identified as yet. **Neil to liaise again with Dawn.**
  - e) Young People Transitioning to self-care (rather than parent/guardian) – Some of previous discussion revisited – going to university; paying for prescriptions; reviews. Situation very individual with ability/maturity of young person; situation for looked after young people.

Whilst referred for possible Key Development Area, these groups are at capacity and felt more useful to start locally with a small group of Jenner patients considering the issues and gathering information, such as: <https://www.thespitalfieldspractice.nhs.uk/young-people-guide> or <https://www.healthwatchbucks.co.uk/reports/what-is-it-like-accessing-gp-care-as-a-young-person/>. Geraldine M offered to make contact with Lisa U. and co-ordinate a small group and to liaise with Simon for a GP contact to progress this matter.

- f) Notice Boards – Sandie to work on after Easter. A patient had spoken with CQC and been informed their rating was the only thing which is required to be displayed. However, Simon said that there were number of statutory notices also required to be displayed at each Practice.
- 4) Dalmain School Artwork Launch: 1 May from 3:20pm – Mayor Brenda Dacres confirmed attendance; Young Mayor to be invited; Modality Communications Team to be notified for Press involvement (Simon). Picture frames had arrived and meeting planned to mount the pictures and sort wall fixings. All PEG members invited to attend plus parents of children from after-school art club; drinks only to be offered. Plans for speakers discussed.
- Great thanks to Sheelagh for all her work on this.
- 5) Patient Issues
- a) Newsletter – It was questioned/suggested that Modality Lewisham or individual practices have a newsletter, to include things like staff changes, information about website, and other matters useful to patients. The Modality link on the website only gives information about Modality elsewhere. Example of Wells Park Practice Newsletter: <https://www.wellsparkpractice.co.uk/news/practice-newsletter-april-2025>. Neil to raise with PPG.
- b) Change of Medication – Patient concern that a change of product could be of concern if it was different. Simon explained about branded and generic products, the generic ones sourced by pharmacists from whichever manufacturer/supplier at best price and availability, but the active ingredients are comparable. Lewisham has considerably overspent the prescribing budget, so pressure to find best value options. Felt it would be helpful that when a medication changes, that pharmacists inform patients, and reassure them.
- Metformin a particular issue for black communities; felt to be killing off people, so patients don't take it. Simon to raise at Borough meeting as this more of a public health information issue.
- c) Mystery Shopper – Patient asked whether a form of this is undertaken to look at performance. Not done currently, but could be considered. For staff to take forward.
- d) Contact with Practice when don't have on-line facility – Telephone contact is still available, with waiting time currently six minutes, although using on-line is encouraged. Volunteer Tony is present one day per week to assist patients with sign-ups.

Question raised as to why the on-line service closes for lunch. This is to enable staff to catch up, meetings to be held, etc. For patient safety reasons, the on-line service has to be staffed when it is open.

- e) Staff Training – Questioned why everything shuts and what happens. Explained that ‘all staff’ training sessions are required to be held; notices are displayed giving advance notice and providing contact number. The out of hours service picks up calls, so cover is maintained.
- 6) Updates from Modality/Jenner Practice
- New staff have been advertised for.
  - Name Boards have been ordered for Reception area (acknowledging that this has taken a long time).
  - A walk-round all three sites organised to look at organisational notices.
  - Department for Work and Pensions staff now visiting all three sites to support patients with benefits claims or assessments for work.
  - Citizens Advice also running sessions.
  - Asked about groups at Jenner, there is far less footfall than at South Lewisham as that site has some borough services which bring people in. Therefore, fewer people coming into Jenner. Also groups require some staff and volunteers to support any activities. A baby/toddler group suggested as being very popular.
- 7) Key Development Areas – Prescribing Group has overtaken others; found to be a huge area of work, but much has happened – there is now a much reduced wait time for prescriptions. Signposting Group has started. Access Group has terms of reference. Carers Group has not got going yet, but some enthusiasm to work on this CD and SM to be linked up with John, who is working with this group, to see what can be achieved without staff involvement at this stage. Would be good to involve patients from each site.
- 8) Change of Name of Jenner PEG to Patient Engagement Forum – To ease the confusion experienced elsewhere, agreed to amend the group title.
- 9) Any Other Business
- a) Discussed South London and Maudsley and Primary Care liaison on patient information sharing and need to have a template of information to share.
  - b) Patient had received a hospital referral letter which mentioned two GPs who had retired several years ago. Simon said he didn’t know who/how these letters were drafted, but it was not something the practice could sort out.
  - c) Proposed redevelopment of site – Planning notice was on the lamppost outside the Practice with details of a complete redevelopment of the site. This is part of the Borough Plan, and is some way off. Simon felt it probably wouldn’t happen.
- 10) Date of Next Meeting – Jenner Patient Engagement Forum to be held on Wednesday, 4 June 2025 at 5:00pm.

Meeting ended at 7:00pm. All thanked for their attendance.