

NOTES OF MODALITY LEWISHAM - JENNER HEALTH CENTRE PATIENT ENGAGEMENT FORUM (PEF) HELD ON 4 JUNE 2025

Present: Patients – Sandie A, Hilary-Anne B, Carolyn D, Janet H (Chair), Peter M, Sheelagh M, John P, Jacq P, Neil S (Secretary to PEG), Donna W, Carol W-B; Guests – Ian B (Secretary Patient Participation Group); Alex C (Chair, PPG); Staff - Dr Simon Parton (GP Partner), Jo Daniels (Operations Manager).

Apologies received from patients: Jeremy A, Pauline L, Geraldine M and staff members: Dawn Leonida (Practice Services Manager) and Will Myers (Patient Services Assistant), both on A/L.

- 1) Welcome/Introductions/Meet the Team/Apologies for absence – The Chair wasn't present at the start, so CD chaired this meeting. All were welcomed and everyone introduced themselves.
- 2) Notes of 9 April 2025 Meeting – Agreed as correct record of the meeting. **Actions highlighted.**
- 3) Matters Arising (not otherwise on agenda)
 - a) Hybrid meetings – noted that with difficulty of previous meeting and Secretary's time limited Zoom, on-line shouldn't be offered unless this actually works. Hopefully with new staff link should be sorted in future.
 - b) Patient Volunteers for Staff Recruitment – No senior staff recruitment exercises undertaken as yet, so volunteer patient interviewers not yet utilised.
 - c) Staff Name Badges – Matter being pursued; over 150 badges needed; staff have preferences how they are named; getting priced up.
 - d) PEG Jenner Liaison Staff Member – Will Myers has been appointed.
 - e) Dalmain School Artwork Launch – A splendid event was held on 1 May which brought in children, parents, teachers and Borough representatives. The artwork is very impressive and has brightened the walls of reception area. Greatly enjoyed by Jenner staff. Some more work needed to mount the paintings on backing paper. Grateful thanks to Sheelah M for all her efforts on this project.

Discussion on how the initiative could be built upon with staff engaging with schools, initially primary/juniors; possibly a 'slot' in assemblies, and participating in curriculum appropriately. Kilmore, Rathvern, St William of York and possibly Stillness are in Jenner catchment area. Simon to liaise with Sheelagh initially to consider the way forward. **If any other patients would like to be involved in school liaison, please notify Neil.**
 - f) Modality Lewisham Newsletter – News item on the art launch had been posted on the website. Looking for a lead Partner to be responsible for website news and then have a range of information and updates for patients.
 - g) Metformin Prescribing – Simon had raised the issue of some ethnic groups being fearful of taking this medication due to risk of kidney disease with Public Health and the disabilities lead, who had not been previously aware. Work needs to be done on information and awareness.
- 4) Young People Transitioning to Self Care – Geraldine, who had been key in the discussions not present at the meeting. **Neil to obtain an update and then discuss at next meeting.** *[Neil subsequently learned that there had not been any progress as yet.]*

In progressing the issue, suggested the Young Mayor's advisors may have useful insight and input; also Children in Care Council. Felt there was a need to target secondary schools as children reach age 16 and 18.

- 5) Key Development Areas – Ian Baker was welcomed to the meeting; he is involved in all the development areas and reported:

- a) Carers – An information pack developed and is being trialled at present. Nearly ready to launch, John (patient representative) had done a tremendous amount of work on this, with helpful input by Carolyn. Thanks to both. *Unpaid Carer Information Pack subsequently distributed.*

The document is generic and doesn't cover specific issues such as young people who are carers, but the door is open for work to link with wider care issues, such as travel support.

The practice has a nominated carer lead on site with casework link. Work needs to be undertaken with staff training for a change in philosophy so that there is a natural conversation about carer needs.

- b) Prescriptions – process is complex with many issues identified, such as Bank Holiday backlog; liaison with pharmacies not being smooth; processes changed; drug shortages or change in supplier, giving patients unfamiliar looking medications; inconsistent pharmacy services; pack sizes not working well with prescribing quantities, etc. Work already undertaken in preparing for bank holiday weekends and flexibility of repeat prescriptions when such as going on holiday. Work with smaller pharmacies needed and ongoing work with hospitals. There is a national pilot being undertaken on tracking prescriptions and being able to recall a prescription if a pharmacy cannot supply and refer to another. Still much to be done.

- c) Signposting – This covers patient journey, from how to access services, e.g. via Modality/Jenner website, NHS app, Klinik, etc.; appointments and who is most appropriate for patient to see (when often expecting to see a GP); through to floor plans - who is where in the premises; signage around and inside the buildings; web design.

An exercise to walk the practice premises (all three sites) to be undertaken to consider from the patient perspective. It is clear that onboarding is different from practice to practice around the country; there is not one route in. Klinik doesn't link with NHS app, so not straightforward.

Ian thanked for his information/updates. More patient input with each development area is welcomed. If anyone interested in supporting one (or more) of the development areas, please contact Ian: ian.s.baker@me.com.

- 6) Patient Issues – mostly covered under Key Development Areas discussions.

- 7) Updates from Modality/Jenner Practice – mostly covered, but Simon reported:

- New Executive Partner on Board – Dr Sian Knight has been replaced by Dr Kate Tebbs (South Lewisham).

- 8) Any Other Business

- a) A PPG activities list was circulated by Alex. The events mainly take place at South Lewisham, but all Modality Lewisham patients welcome to attend. Some service are at Jenner, and it would be good to have more, but a volunteer is needed to get things up and running. Any interested patient, please inform Neil.

- 9) Date of Next Meeting – Wednesday, 6 August 2025 at 5:00pm. Recognising this is in a holiday period, some, particularly staff, may not be able to attend. Intention is to meet anyway to progress what can be.