

NOTES OF MODALITY LEWISHAM - JENNER HEALTH CENTRE PATIENT ENGAGEMENT FORUM (PEF) HELD ON 6 AUGUST 2025

Present: Patients – Janet H (Chair), Peter M, Sheelagh M, Neil S (Secretary to PEF), Donna W, Carol W-B; Staff - Dr Sarah Van Cooten, Dr Rachel Jamieson-Craig (GP Partners), William Myers (Patient Services Assistant), Dawn Leonida (Practice Services Manager).

Apologies received from patients: Sandie A, Hilary-Anne B, Carolyn D and staff member Dr Simon Parton (GP Partner) on A/L.

- 1) Welcome/Introductions/Meet the Team – All were welcomed, particularly the GPs standing in for Simon; everyone introduced themselves. Thanks to Will for getting Microsoft Teams up and running, although nobody on-line this time.
- 2) Notes of 4 June 2025 Meeting – ‘Metformin’ (Minute 3g) had been misspelt. **Actions highlighted.**
- 3) Matters Arising (not otherwise on agenda)
 - a) Staff Name Badges – Still being priced up (style, pin or magnet); issue with staff, particularly local residents, not wanting to be identified, some even by first name.
 - b) Modality Lewisham Newsletter – Understood to be with Partners to determine lead Partner to take responsibility for this. News items, such as the Dalmain Art Work, Practice notifications, both local and wider/national issues could be included. Information/articles from patients welcomed.
 - c) Metformin Prescribing – Simon had previously reported he had fed back to both Prescribing Teams Public Health and Practice Diabetic Lead. As the GPs present were not aware, information provided on how some ethnic groups discussed, often at funerals, concerns at how it is felt Metformin changes skin colour, has effect on kidneys, and therefore people don’t take it. GPs said it is a good medication and concerning if people are being prescribed, but not taking it. Issue also about people in the community being unwell, with many patients having poorly controlled diabetes.
 - d) Young People Transitioning to Self-Care – Geraldine M (patient) had reported to Neil, following the previous meeting, that there had been no progress on this. **Neil to see if any further progress could be made for next meeting.**
 - e) Dalmain School – Following the excellent art work launch, there was a desire to further develop the relationship between School and the Practice, and also with other primary schools in the catchment area. There are some excellent resources on the RCGP website for years 5 & 6 which could be utilised, but will need staff time to deliver. Awaiting Simon to progress; also, could be a project undertaken by Registrars. Discussions commenced with Deputy Head, but then got to end of term, so no further progress until new school year.
 - f) Whist it would be good to run more events at Jenner site, staff time is limited and, to date, there have been no patient volunteers to assist in facilitating these, so no progress. **If anyone would like to volunteer to assist in running information sessions or events, please contact Neil.**
- 4) Patient Issues
 - a) Question asked about telephone call-backs and long time slots being given, e.g. 9:00am-1:00pm, and whether this could be narrowed down. Patients assured that if a call is unanswered, a text is sent and another call-back made. Depending on who

sends message and if template text is used, whether it is amended; if GP or administration, practice or central message sender issues message, so text can vary. GPs try to be realistic on when they can call back. Also, checking on-line can show when appointment call is due, although this doesn't always work.

Felt that young people don't always wait for call-backs - and if moving about, somewhat network/signal dependent. (An issue recently when no contact could be made with EE users).

- b) A patient said they had been told to get their flu jab, but when booked, told there were no supplies. Staff confirmed that no invitations had yet gone out; possibly came from a pharmacy. As always, patients encouraged to have their jabs done at Jenner rather than pharmacies; the Practice had ordered vaccines for eligible patients, although somewhat less than last year as so many were unused and wasted. District Nurses also providing Covid and flu vaccinations.
- c) A couple of patients had been invited in to meet with the Minister of Health from Norway (plus a number of people from the Norwegian Embassy). A very good presentation was made, and patients were grateful to be invited.

5) Key Development Areas

- a) Carers – Information pack had been produced and issued to registered carers plus available to anyone who requested this.

A nominated carer lead had not yet been appointed at Jenner; perhaps done at other sites – needs to be sorted by management team.

- b) Prescriptions – More staff recently recruited on prescribing side, so getting up to speed. For things like Bank Holiday weekends, more time is being allowed to order repeat supplies.
- c) Signposting – Assessment of Jenner site not yet undertaken. Unclear as to who is leading on this.

South Lewisham now have a TV monitor in reception area, providing a rolling PowerPoint presentation of information. There is no suitable place to locate a monitor at Jenner which could be seen from all angles in the reception area.

6) Updates from Modality/Jenner Practice

- a) Reported that there are three new (part-time) staff starting as Patient Service Assistants; also new Registrars on placement for a year as part of their training, working across the three Modality sites, which will help with appointments.
- b) A new manager of the premises owners appointed, who visited, did a walk-round and has already got some things sorted, such as improved cleaning. Things at the site should improve over time.

7) Any Other Business – None.

8) Date of Next Meeting – Wednesday, 15 October 2025 at 5:00pm

All thanked for attending the meeting.