



## NOTES OF MODALITY LEWISHAM - JENNER HEALTH CENTRE PATIENT ENGAGEMENT FORUM (PEF) HELD ON 15 OCTOBER 2025

Present: Patients – Sandie A, Janet H (Chair), Pauline L, Peter M, Sheelagh M, Susan M, Neil S (Secretary to PEF); Staff – Will M (Patient Services Assistant), Dawn L (Practice Services Manager) Dr Simon Parton (GP Partner). (Nobody joined on Microsoft Teams.)

Apologies received from patients: Barbara B, Hilary B, Carolyn D, Donna W, Carol W-B.

*Attendance may have been greater, but the agenda had not been posted on Centre noticeboards.*

- 1) Welcome/Introductions/Meet the Team – All were welcomed and introductions made.
- 2) Notes of 6 August 2025 Meeting – Approved as correct record.
- 3) Matters Arising (not otherwise on agenda)
  - a) Staff Name Badges – **Team still working** on design/style, pricing and what name format to use (different staff wanting different formats of formal full name, informal full name, first name only, etc.).
  - b) Modality Lewisham Newsletter – Confirmed this should be a Practice rather than patient led matter. **With Executive Partners, Board and Jo D. to progress.**
  - c) Young People Transitioning to self (rather than parent/guardian) care – No progress reported; **Neil to ask Geraldine M for an update.**
  - d) Dalmain School Follow-Up – At the beginning of a process, which could be replicated across all three sites, with health information primary and then senior schools. Staff considering targeted, age appropriate health information, e.g. dental health for children; sexual health for young people, etc. **With staff to progress.**
  - e) Jenner Site Events – Already have DWP attending regularly and Tony (volunteer) who assists with digital sign-up. In order to readily replicate some of the services hosted by South Lewisham, we need volunteers to assist the staff in setting up, welcoming, and engaging patients if a visiting worker is engaged.

Sandie said she had a developing relationship with St Christopher's Hospice, who may make a regular visit. Also consider events/information for such as Mental Health Week.
- 4) Patient Issues
  - a) Praise – Sandie said she had a very good experience of gaining a same day appointment recently. Simon said the staff appreciated receiving positive feedback.
  - b) Building Layout – Carolyn had notified of an issue where someone she knows had attended for an appointment with SLaM, who now use space upstairs at Jenner site, however, the staircase was missed and Jenner Reception didn't know

anything about the appointment (as it is a different organisation). Felt that signage and information were the issues.

Dawn noted that various people use the upstairs rooms, and also confusion for non-Jenner patients arriving for health checks or dental team, with an entrance in another part of the building, but there is no regular staff attendance and has been very hard to find who could take responsibility to both provide clear notices, outside and inside, and to inform Reception of expected patients. Simon also concerned that vulnerable people could be left waiting alone upstairs with no oversight.

Much discussion as to the best way forward as this happens a lot and as the premises do not belong to Jenner, the Practice has no 'power' to change things. Suggested that Dawn liaises with Paul (new Premises Manager) in the first instance. Also covered under Key Development Areas below.

- 5) Autumn Immunisations – Saturday (18<sup>th</sup>) first weekend of flu immunisations. Need to encourage people to take up the offer as hospitals are extremely stretched.

Some confusion as Covid goalposts moved and previously eligible people no longer in catchment group, so much explanation by staff. Also, NHS app both keeps sending reminders, even when appointment booked, and defaults to pharmacy rather than practice for immunisations. Simon reported there was the usual initial rush, then slow down of bookings, and expected greater rush as winter approaches.

6) Key Development Areas

- a) Carers – The lead staff member for Jenner has been identified, but not yet approached. The Carers Pack has been placed on website [couldn't be found]. The sub-group is due to meet the following week.
- b) Signposting – This is a huge topic, so first area to address is looking at the physical journey around the Jenner site. A review was done at S. Lewisham where noticeboards, signage and coloured lines to particular areas were installed.

At Jenner, again noticeboards and signage need to be reviewed, particularly in light of issue detailed in 4b) highlighting confusion and lack of clear directions for patients to particular parts of the building.

Proposed that best time to undertake noticeboard review would be at a weekend where everything would be taken down, reviewed, and replaced in a more structured way, with things like statutory notices grouped, patient advice/health information, PEG having an area, etc..

Also need to look at signage to particular areas, starting outside the centre and whether this needs to be improved. Simon and Will to be staff leads with Sandie and Sheelagh, plus Neil if available, to undertake the review task.

- 7) Tree Planting in St German's Road – An approach had been made by Lewisham Council in conjunction with the charity Street Trees for Living (STfL) as a proposal to plant two trees in St German's Road on the edge of Jenner site. To be confirmed, STfL need a commitment that the trees will be watered weekly from April to September for the first three years after planting. At the meeting there were no volunteers from patients or staff to undertake this commitment, and The Honor Oak pub or the pharmacy were suggested as possible 'carers'. Neil to inform STfL.

*However, should any patient(s) reading this wish to volunteer to keep the saplings going, please notify Neil.*

- 8) Modality Website – Following much criticism, a meeting was held with those responsible for this and much updating was undertaken. An ongoing task.
- 9) Updates from Modality Lewisham/Jenner Practice
  - a) An on-line platform for routine problems, prescription requests, etc. now available until 6:30pm, but it does rely on the patient correctly using the form. There are some issues, but situation is constantly reviewed.
  - b) New Staff – Neighbourhood Development staff have commenced; there are new GPs both at Jenner and Bellingham; and four new part-time admin staff.
  - c) The annual GP/patient survey took place earlier in the year. Only a relatively small number of patients are contacted by random selection, who may or may not have recent experience of the practice. Results showed disappointing feedback on telephone access, which is a surprise as service provider, primarily London Ambulance Service, has reduced call waiting times considerably. In other areas, Modality Lewisham is doing better than a number of other practices in the area.

The unpaid carers offer is doing exceptionally well in S.E. London.

The friends and family survey conducted by the practice, and which is considered a better test, results in between 85-92% rating of very good or good; there are low 'poor' results.
- 10) Meeting Dates/Times for 2026 – Discussed the pattern of meeting, generally bi-monthly on first Wednesday of month at 5:00pm worked for current participants. (Trying different times some years ago didn't result in a difference in attendance).

To be finalised at December meeting, proposed dates for 2026 are: 4 February, 25 March (1 April too near Easter), 3 June, 5 August, 7 October and 2 December.
- 11) Any Other Business
  - a) Change of Chair – Janet had volunteered to be Chair when the group re-commenced as nobody else offered. Sheelagh M. has been nominated and is willing to be Chair from now on. Everyone happy with this. Grateful thanks given to Janet for taking the role for the last year or so.
- 12) Date of Next Meeting – Wednesday, 3 December 2025 at 5:00pm

All were thanked for attending the meeting.