

BELLINGHAM PATIENT ENGAGEMENT GROUP

MEETING NOTES

2:00 – 4:00 pm Thursday 18th April 2024

Bellingham Green Surgery, 24 Bellingham Green SE6 3JB

Present Polly Wicks (PW) (Notes), Lawrence Grace (LG), David Sharpe (DS), Summer White (SW), Amal Ali (AA) Primary Care Coordinator - Imago – for item 2.

Apologies: Stacy Dangare (SD), Paul Hume (PH), Mrs O Mosaku Thompson (OMT), Lorraine Eysers (LE), Clare Nicholson (CN), Donna Redman (DR),

Action

1. WELCOME AND INTRODUCTION TO NEW MEMBERS

Summer White was introduced. She will be the liaison between the practice and PEG.

2. PRESENTATION FROM IMAGO

AA

Amal Ali introduced herself. She is the Primary Care Coordinator at IMAGO. IMAGO provides support and signposting services to adult and young unpaid carers to maximize their wellbeing. IMAGO is currently looking to deliver services to 350 carers.

AA explained her role and that of her colleagues, and the work that IMAGO do.

An IMAGO well-being coordinator is allocated to each neighbourhood. Bellingham is in Forest Hill N4 neighbourhood and the wellbeing coordinator for this area is Charlie.

Coffee group mornings for Carers are run at South Lewisham Health Centre, South Lewisham practice operates as the carer hub for N3 and is accessible to carers from N4 (Bellingham). (Bellingham is on the border between N3/N4).

There was a discussion about the difference in roles of IMAGO, who have replaced Carers Lewisham. AA explained that IMAGO's remit is slightly different. It was agreed that it would be good for more information to be made available at the practice about services to support carers. It was noted that the demise of Carers Lewisham had left a vacuum in knowledge about services to support carers.

AA noted that hidden carers are hard to target/support (don't see themselves as carers necessarily). IMAGO does awareness caring to include this group. Unpaid carers can self-refer to IMAGO or be referred to their services by Health & Social Care professionals and community organisations.

DS asked if there is a wait to access IMAGO services? AA said that there are currently some vacancies at IMAGO – but IMAGO has wellbeing coordinators for each neighbourhood. Currently services not very stretched. Much of the work involves signposting carers to other services.

There was a discussion about whether there is a Carer's representative within the PEG. DS pointed out that the PEG is at a relatively new point, and this is something to consider as the PEG builds in numbers. **This will be taken forward for discussion at PPG on Tuesday.**

PW

AA distributed leaflets about IMAGO for display in reception and for PEG members. More can be obtained from her if required.

- 2.1 The leaflet will be discussed at the weekly practice huddle and ongoing to help identify and raise awareness of support for unpaid carers **DS, LG, SW**
Supporting carers in general practice framework document
 AA explained that the framework document has been drawn up to improve how general practice can better identify and support carers of all ages. Participation from GPs is voluntary and can be promoted and supported at ICS, Primary Care Network or individual practice level. **It will be further discussed at the PPG on Tuesday.**
 Framework document to be taken away and considered by GP practice. **PW DS, LG, SW**
- 2.2 **Notes from South Lewisham carer dated 09/04/2024**
 Notes from John, a Carer at South Lewisham practice, circulated. The following comments were made:
 Ref 2 - Issue regarding Patient Access and NHS app discussed. It was noted that there is no information on the website about which route (via patient access or NHS App) is best when completing a patient access request on behalf of a patient as a Carer. There is limited control on wording on Modality website, but LG will look into changing wording on Bellingham website. **LG**
 There was some discussion about EMIS, and the constraints presented by GDPR on sharing patient information with others (including Carers). It was agreed that there may be the opportunity to include more information about access to a patient's record in the Carer's induction pack and Carer's toolkit that IMAGO is developing.
 Ref 7 Support for those with limited IT Skills – it was noted that we do have a digital inclusion hub which operates at all 3 sites to assist patients/carers. LG noted that reception staff have been trained to assist and signpost patients with limited IT skills to the hub.
 Ref 9 – Proxy Access – Noted that we do have dedicated proxy access forms for adults and children, and this also includes tailoring of what level of access they want to be given.
 Where patients have a carer who has Power of Attorney, this is documented on their notes.
3. **MATTERS ARISING AND NOTES FROM PREVIOUS MEETING**
- 3.1 **Bellingham Table bookings calendar 2024**
 AA will do a table talk about IMAGO in June. LG explained how it works at Bellingham.
4. **PRACTICE UPDATE**
- 4.1
 - New Physician's Assistant has started.
 - New nurse and reception staff recruited.
 - New practice liaison for PEG – Summer White.
- 4.2 Constant patient demand. Statistics for January showed 2088 Unique Patient Contacts and then in March that level had reduced to 1688 Unique Patient Contacts for Bellingham. Noted that higher demand is expected during winter months, nevertheless, both figures demonstrate that demand for services continues to be high. Klinik is providing better access that brings it own pressures both admin and clinical.
- 4.3 In house call hub has been established and training to staff to provide accurate information about patient access/support has been delivered.
5. **FEEDBACK FROM LAST PATIENT PARTICIPATION GROUP MEETING 27/02/24**
- 5.1 Discussion about Jenner PEG.
- 5.2 Discussion about lack of Pharmacies in Bellingham.

- 5.3** Klinik system – Noted that the ICB have funded one triage tool which isn't Klinik. It has been agreed to continue with Klinik for next 6 months, but this is under review. Looking to provide best service to patients. The focus is more on the processes behind the AI tool, than the tool itself. There are some disadvantages with Klinik regarding integration with EMIS. Information must be copied and pasted from Klinik into EMIS; this creates issues both in terms of time spent and also when looking for statistical information. Changes to Klinik are anticipated in the release of the next tranche of changes, and it is hoped this will improve integration.
- 6. ITEMS TO FEED UP TO NEXT PPG MEETING ON 23/04/24 PW**
- Discussion about online repository – can this be done through NHS futures. (Access to Group, not patients). LG to discuss access to NHS Futures for storing minutes, agendas for PPG/PEG but raise at PPG.
 - Carer's representatives at PEGs/PPG
 - Supporting carers in General Practice: Framework Document
 - Ongoing – lack of Pharmacy provision in Bellingham area – next steps
- 7. AOB**
- 7.1 All** Discussion about how to raise awareness of PEG. Would be good to get more feedback from active users of the service. Think about how to raise more interest. DS and LG will continue to promote the PEG at weekly huddles and urge all staff to promote it to patients more widely.
- 7.2** Re closure of Klinik at lunchtime – ongoing discussions and review amongst different practices. The choice is between lunchtime closure vs finish earlier in the day. The admin and triage teams need time to follow up and conclude the work that comes in each day. Now we have established call handling hub the impact on call handlers should be easier to manage. Would need to make patients aware of any changes to practice around access times that Klinik is available.

Date of Next Meeting: Thursday 20th June 2024