



Patient Forum

Wednesday 31st July 2025

Amersham Vale Practice, Suite 5, Waldron Health Centre

Time: 17:30 -19:30

Members in attendance :30

- 1. Welcome given Lianne the Host** – Introduction given
- 2. Introduction** – Patrick Kouassi – Reception Manager

Drop-in sessions for Klinik – The practice has set up sessions to help patient understand how to use the Communication system Klinik – These sessions will be held on a Thursday.

NLPCN Updates – Joyce – Brief description of the Job Role

Community engagement within the NHS linking the NHS with the community

Bridging the gap looking at health in the community the barriers and support needed
Outreach in the community promoting our services

NORTH LEWISHAM PCN (NLPCN) SUITE 4 SERVICES

Out of hour appointments - From 4pm-8pm

Nurses and GP - 6pm-8pm

Blood- Saturdays only by appointments

Mental well-being team low level (I cannot get out of bed struggle to go to work)

Diabetes clinical lead and nurse

Diabetic Nutrition

MSK (Musculoskeletal)

PHYSIO

If you cannot get a day appointment you can ask your GP for an out of hours appointment apart from blood tests everything else is done by your GP.

Social Prescribers - Help navigate issues concerning health and day to day life struggles.

Use your link worker - if you need to talk about health barriers hand in hand approach

NLPCN also host the health forum a platform where you ask the questions around health and we bring health information relevant to our patients and community in North Lewisham. Pop in for more information.

Service on the ground floor

MONDAY

Citizens Advice Walk in - 2nd and 4th Monday of the Month - 2pm -5pm

TUESDAY

Over 50s and Long-term ailments Coffee mornings - Peer to Peer support Body Movement art and craft Chit Chat and Well-being conversations

360 Lifestyle Diabetes Peer to Peer support Group 11am -1pm – Every first Tuesday

Job centre plus - 10-3pm WEEKLY – Service especially Created for people with long term illness this team can look at your benefits and make sure you are claiming the right ones they can pull in your claims from the benefits offices

Head & Neck Cancer Peer Support Group- 5-7pm EVERY 2nd Tuesday of the Month

WEDNESDAY

Reiki Therapy - 1pm-5pm alternative Therapy helps with relaxation WEEKLY

THURSDAY

IMAGO unpaid carers support - Peer support group at the Waldron 2nd and 4th Thursday every month

BROKEN HEART -Youth Drama Health issues and day to day issues WEEKLY 5PM-7PM

FRIDAY

Red Ribbon - WEEKLY 11-4PM Peer support group for people living with HIV and effected by Domestic Violence

SATURDAY

BOUOKE Ivorian Diaspora Cultural group- Every Last Saturday in the month supporting community in health and day to day issues - Check at the Desk on entry to Waldron Centre 2pm- 4.30pm

EKLOHUN Ghanaian and Cameroon cultural group – Once Monthly on a Saturday 12.30pm-16.30pm - Check at the desk on entry to Waldron Centre

As part of the 10-year plan, NLPCN now have intergraded Neighbourhoods trying to link all the services together and really working and consulting with community early prevention. They will soon be rolling out some new services health services in the community

3 Supporting Unpaid Carers Presentation – By Olive Grant - Primary and Social Care Coordinator at Imago Lewisham



Imago Community is a social action charity providing support to individuals, families and communities across Kent, East Sussex, Medway, and South London.

They support and empower people of all ages to improve their of life, reach their full potential, and build brighter futures, creating change together.

New service since August 2023, commissioned by Lewisham Council to support Unpaid Carers.

We aim to ensure that carers are:

- Visible
- Valued
- Supported

Topics covered in the Patient Forum –

- Who is an unpaid carer
- Care Act 2014
- Identifying and supporting carers in general practice
- Practical steps for making your practice more care friendly
- Imago/Community Support for carers

What support does Imago provide?

- Carers Assessments and support plans
- Important that you inform carers of their right to an assessment and you can make a referral to Imago for the assessment.
- Run activities and weekly peer support groups for carers
- Offer one off support and guidance
- Run trainings for community organisations and health care providers
- Have a school support coordinator for carers under 18
- Signpost to other community organisations

- Offer free counselling
Please note while Imago supports carers of any age, we do not support any carers caring for a child under 18 – refer to Parent Carer Forum instead.

Resources for carers

[Lewisham Council Unpaid Carers Welcome Pack](#)

[NHS support and benefits for carers](#)

[Carers UK – Looking after someone - a guide](#)

[Care Act Advocacy \(Lewisham\) - POhWER](#)

The full Presentation can be found on the patient forum web page:

Identifying and Supporting Unpaid Carers in General Practice

(Add Link to Imago Presentation Here)

4 Lewisham Autism Strategy

The national Partnership for Inclusion of Neurodiversity in Schools (PINs) programme has been recommissioned, with Drumbeat continuing as delivery lead. In this second phase, 15 more Lewisham primary schools will join, building on the progress and culture change already underway. PINs supports more inclusive school environments by strengthening collaboration between education and health, upskilling staff, embedding early intervention, and reducing reliance on diagnosis through improved practice. Drumbeat will also continue to lead parent partnership work with the Parent/Carer Forum, ensuring families are active partners in shaping neuroaffirming school communities.

New course: Spectrum, Wednesday evenings for parents and carers

Drumbeat is currently running our new parent course Spectrum on a Wednesday evening in person. This is our own team created course for Lewisham parents and carers (as well as those with young people attending Lewisham settings) of children and young people who have received an autism diagnosis or who are on the pathway to assessment. If you would like to know more about the course and or be added to the waitlist for future courses, please email; outreach.admin@drumbeat.lewisham.sch.uk

You can find more information on our Lewisham All-Age strategy

2023-28 page: [lewisham.gov.uk/AutismStrategy](https://www.lewisham.gov.uk/AutismStrategy)

You can find more information on the Lewisham All-Age Support Service at this webpage:

resourcesforautism.org.uk/lewishamautismhub

TRAINING OFFERS LEWISHAM ALL-AGE AUTISM SUPPORT HUB

for our full calendar of events for parents and adults, or for more information on registering for groups Email

lewisham@resourcesforautism.org.uk

TOGETHER - Lewisham Wellbeing Hub:

At Together, they work with individuals experiencing a range of difficulties in their life in a way that empowers the individual to lead their own journey to better wellbeing through Their unique approach to service user leadership.

Together was formed in 1879 on the principle that people who experience mental distress have the right and the ability to lead independent, fulfilling lives. This remains their core value today.

Services Provided are:

Accommodation Based Services:

Having a suitable place to live is central to the support they provide to people who experience mental distress. They offer a range of accommodation-based support to cater to different needs. This includes 24-hour CQC-registered residential services and supported accommodation.

Advocacy Services:

Through Their Advocacy work, they represent people who experience mental distress to their communities and to specialist and secure hospitals.

Criminal Justice Services:

They provide Criminal Justice Mental Health services by working with legal agencies, such as the courts and probation services, to make sure people who experience mental distress are appropriately supported within the Criminal Justice System.

Community Based Services:

Their model of personalised community support provides individually tailored support that allows people to lead their own journey to better wellbeing.

For More information on what Together can provide and if they can help you, please see their website <https://www.together-uk.org/>

This concludes the Meeting.

Practice Calendar of Events

Protected Learning Time (PLT) - Thursday 11th September 2025 from 12.30pm – 6.30pm
Practice will be closed.

Klinik will be closed from 11am on Thursday 11th September 2025. Klinik will re-open the following day 12th September 2025 at 8am.

Any Other Events

- **The Practice will be administering the winter flu vaccination, currently we are inviting children for this and will begin inviting adults who are eligible for the vaccination. Please keep an eye out for your invite!**

- The next Practice PLT event is provisionally scheduled for the 16th of December 2025 - if there are any changes to this date we will update our website accordingly.

Next Meeting: TBC