



**St Peter's Health Centre
PPG Meeting
6 September 2023**

**Completion of Phase 2 of new premises
&
Closure of Albion St**

'You said, we did (or are planning to)'

Question: *Can cars etc go down Oxford Street without making a u-turn?*

Response: Will contact architects and discuss whether this was part of the travel plan submitted to Brighton & Hove Council and whether it was rejected, if so for what reason

Question: *Could white-striped pedestrian crossings be marked out in Oxford St and the entrance to Oxford Court?*

Response: Will contact architects as above

Question: *Will there be green space at the back of the practice?*

Response: There will be a small amount as well as staff parking

Question: *Will there be more phlebotomy (blood tests) when the building is complete?*

Response: Possibly, but there are other resources in the city. The practice will ensure that patients who cannot travel due to frailty etc are always booked into the practice

Question: *Will there be a physiotherapy service when the building is completed?*

Response: The practice is not allowed to sub-let rooms without losing rent reimbursement. We already have first contact practitioners (FCP) from the musculoskeletal (MSK) team every morning apart from Tuesday. By profession these FCPs are physiotherapists and can advise and make referrals but will not actually provide a course of treatment.

Question: *Will the practice re-launch their private travel clinic?*

Response: This is being planned at the moment

Question: *At the moment, most patients are being asked to go to the Salvation Army Hall to get their flu vaccination. For the 2024 season, will the large flu clinics be held at the practice?*

Response: Definitely at the practice. The area currently isn't safe to have lots of people queuing.

Question: *Could SMS reminders be more personalised with more detail?*

Response: This will certainly be looked into. There is a limit on how many characters we can send by messaging.

Question: *Patients experience difficulty getting in touch by phone. Why isn't there a call-back function?*

Response: Having a call-back function will become a contractual obligation later this year so St Peter's will have this.

Question: *How do we communicate with patients who are not tech savvy? Can patients still come into the practice?*

Response: By patients who are more tech savvy freeing up resources, for example the phone, this should free up the phone lines enabling more people to get through. The call-back function should also help with this.

Yes, we want to see you in the practice and you are welcome to come in and make appointments etc.

Question: *Can we have more face to face appointments?*

Response: We are offering more face to face appointments now. Patients often have the choice of a telephone appointment or a face to face appointment.

Question: *Could we have more nurse appointments bookable on-line?*

Response: Nurses' skill sets vary considerably but we will certainly attempt to get more appointments on line as we recognise this is important for a lot of people

Question: *How can we see the same clinician?*

Response: The practice recognises that continuity of care of certain conditions/problems is best for the patient and the clinician. We constantly review our procedures to try and improve on this. Sometimes it is better for the patient to wait a while (if the situation is non-urgent) and see the same person rather than start afresh with another clinician

Question: *Could we have art work in the practice?*

Response: The practice is looking at ways of making this happen. We would love to showcase local art.

Thank you