



St Peter's Patient Participation Group (PPG)



PPG PUBLIC MEETING

Date: Wednesday, 11 June 2025

Time: 18h – 19h30

Agenda:

1. Welcome and introductions (Robert)
2. What is the PPG – brief summary (Joanne)
3. Agree the Minutes of 19.2.2025. (Robert)
4. St Peter's Update (Dr Rebecca Jarvis)
5. PPG Update
6. Introduction to PPG areas of interest:
 - *Patient Experience & Encouragement (Judi/Robert)*
 - *Education & Community projects (Joanne)*
 - *Fundraising (Phillip)*
7. Discussion Groups – split attendees into 3 groups to encourage help on various PPG activities (20-minute break)
8. Feedback
9. AOB:
10. Date of next Public Meeting:





1. WELCOME to St Peter's PPG!

PPG Committee – Who are we? What do we do?

- **Chairperson** (chairs the PPG Meetings): **Robert Brown**
- **Vice Chair** (assists the chair and steps in when the chair is unavailable): **Joanne Smith**
- **Secretary** (minutes meetings and supports the administrative work of the committee): **Judi Lynn**
- **Committee Support Member** (supports the wider work of the committee): **Phillip Faithfull**
- **IT and Communications Lead** (assist with the communication needs of the committee): **tbc**

What is the PPG?

- **Members of the Patient Participation Group (PPG) are volunteers who support and influence healthcare at St Peter's Health Centre by offering the patient's perspective' and acting as a 'Critical Friend'. We work with the health centre to help find new ways of developing and improving services they provide.**
- **The PPG will not deal with personal medical issues or complaints, as there are already well-established procedures that deal with these already in place.**
- **The PPG group aims to meet three times a year to provide input and feedback into the development of services at the surgery and to discuss any related activities.**
- **The Committee meets in-between to discuss with the leadership team at the practice, matters relating to the surgery, and for us to work together constructively to improve services**



3. St Peter's Health Centre update (*Dr Jarvis*)

St Peter's tops Brighton GP surgeries ranked for same-day appointments!

NHS England data from March 2025 shows the percentage of appointments made and attended on the same day. The national average of 44.2 per cent of same-day appointments.

- **St. Peter's Medical Centre tops the list** (in Brighton and Hove) with 59 per cent of all appointments being same-day appointments.
- This is closely followed by Beaconsfield Medical Practice, at 58 per cent, and Ardingly Court Surgery, with 55 per cent.






- In terms of total appointments during March 2025, WellBN Healthcare was the busiest GP in Brighton and Hove, with 17,340 appointments.

- **St. Peter's Medical Centre was the second busiest**, with 11,889 appointments, and Charter Medical Centre was third, with 10,311 appointments.

These figures highlight our ongoing efforts to maintain excellent accessibility and responsiveness for our patients.

Annual complaint summary and monthly friends and family feedback

Over the past year, we received 101 complaints— all successfully resolved. Each one gave us a chance to learn and improve the care we provide.

-  100% resolution rate
-  Only 13% upheld and 5% partially upheld
-  Main themes: clinical treatment, appointments, communication
-  90% of complaints from engaged patients/guardians
-  Over 50% of complaints not directed at specific staff

We view complaints not as negatives, but as opportunities to build trust, sharpen our standards, and celebrate the compassion our team shows daily.

- *Beth was an angel, knowledgeable, caring and a credit to the NHS. Thank you, Beth Steve*
- *Great doctor, really listened went above and beyond*
- *It was very helpful and useful also got to chase things up*
- *the surgery saw my daughter as quick as they could especially with her health conditions. they put my mind at ease.*
- *the mental health nurse listens and understands what i'm saying. she is very supportive and has good advice. i couldn't have come this far without her phone support*
- *My doctor listened to me and her advice and support was amazing*
- *Drs side was very good, but always a problem trying to make an appointment by phone.*
- *The doctor was kind and considerate of my daughter feeling unwell and asked her how she felt and listened actively to her answers. He was informative and polite.*
- *The doctor was lovely, very thoughtful gentle and reassuring. I would have liked more support on my questioning about HRT etc as it's my first visit but I was referred to reception and received excellent immediate response.*
- *Doctor was very thorough, gave me results of recent MRI as requested by gynae, thanking nothing sinister showed up. Prescribed stronger medication to take at night.*
- *A helpful patient liason team member swiftly dealt with my Re-referral to psychiatry uk so i can ne assessed i was told i would get an appointment within 3 months i am in the process of resending forms relating to ASC assesement ?*
- *Bethany was very easy to talk with and on time with the 10.15am appointment. A painless needle in the arm also helped, thank you, Bob, xx.*
- *It would have been very good, the Dr was thorough. But I had to wait 30mins for my appointment and was in a rush then to get back to work, adding to stress.*
- *The doctor was attentive and very thorough*
- *Attended 1st weight management appt very productive with helpful advise with a follow up in 2 weeks*



Staff news

Training Update

Our commitment to education and workforce development continues:

- In August/September, we will welcome new FY2 (Foundation Year 2) doctors and ST1 (Specialty Training Year 1) GP trainees.
- Year 1 medical students will also continue their placements with us.

This investment in training supports both future clinical workforce development and enhances the care experience for patients.

- Dr Carlie Grindey has worked at St Peter's for the past 6 months as a salaried GP – and we are now really excited that she is going to become a partner !
- Dr Zoe Ng is with us for the next **x months** as an FY2 trainee doctor – she can consult patients and prescribe, but has clinical supervision of each case from a senior GP
- **Can we get photos ??**

Clinical news

- We have had our annual Quality and Outcomes Framework (QOF) score which rewards NHS GP practices in England for their quality of care, with a higher score equalling higher financial reward for the practice. Looking at the clinical points we achieved for quality outcomes this year – we achieved **x/y** which earned a significant part of the practice income
- We are working hard to improve this, and at the moment about 20% of patients are 'exception reported' as they are not treated to target – some of this is appropriate, but we also know that some people need additional support to access the right treatment – eg more phone calls rather than text reminders- and we are working with other local practices to improve this
- There are some new clinical targets this year as well

Quality and Outcomes Framework (QOF) Update

Finances and Funding Update

General practice funding remains under pressure. Although we have received an uplift in our global sum (the base per-patient funding), this does not fully offset the rising costs we face in staff costs and utility bills etc

Key Points:

- Funding growth does not match inflation or operational costs.
- Efficiency reviews are ongoing to ensure care standards are not compromised. We are trying to work smarter and avoid waste /duplication
- New targets for cardiovascular disease, cholesterol, and hypertension in 2025 is positive for health outcomes but comes at the expense of funding previously allocated to other care areas.
- The model of funding for general practices (largely partnership-based) remains underappreciated by government, especially when compared to centrally funded hospital Trusts.
- We acknowledge this may sound discouraging, but it is important context. St Peter's remains steadfast in its mission: "To help our patients become happier and healthier."

Diabetes

- We achieved top QOF scores for diabetes this year, but
- We know that some people who should be coded on the system as diabetic were not and so were not being recalled for checks
- GPs were using different texts when informing patients of results – eg saying 'satisfactory' when control is poor
- About 80 people who could benefit from a cholesterol lowering medication were not being prescribed one
- **Only 25%** had **perfect control** – HbA1c 48 or under
- **30%** of patients had **poor control** – HbA1c over 64
- **36** patients have **extremely poor** control (HbA1c >100)

56 patients are **housebound** – and the coding for this is not perfect

We are working as a practice task force to improve this – starting with changing systems and communications

Targets for diabetic control, blood pressure and cholesterol have all changed this year – people who were told that their result was satisfactory in 2024 may be offered medication in 2025

New Asthma guidelines

Asthma affects over 5 million people in the UK, with a significant proportion of patients remaining undiagnosed or misdiagnosed. The **NICE guideline NG80** recommends **FeNO testing as part of the objective diagnostic pathway for asthma**

Currently, FeNO testing is not routinely available within GP practices within the East and Central Brighton PCN, leading to:

- Diagnostic uncertainty
- Delayed or missed diagnoses
- Over-reliance on empirical treatment
- Inappropriate prescribing of inhaled therapies

FeNO testing provides a quick, non-invasive, point-of-care assessment of eosinophilic airway inflammation and we are working with practices to explore how we might fund machines



Use of Group Room

The group room has seen a wide range of activities supporting patient wellbeing and education. Current and recent uses include:

- **Diabetes Care for You** – sessions offering advice and support for patients managing diabetes.
- **Mindful Movement** – gentle activity classes to support physical and mental health.
- **Menopause Café** – informal group sessions providing peer support and shared experiences.
- **RNID Sessions** – outreach from the Royal National Institute for Deaf People.
- **NHS App Sessions** – patient guidance on using the NHS App to manage their care.
- **SPFT (Sussex Partnership Foundation Trust)** – various group therapies offered regularly.
- **GIS (Greater Integrated Services)** – delivering targeted patient sessions.
- **PCN Health Coach** – hypertension management sessions run by Joe and Oonagh from the PCN.

Future Clinical/Educational Event Suggestions:

Should the committee wish to arrange an educational evening or a clinical information session, the following topics are suggested:

- **Cardiovascular Disease (CVD)**
- **Diabetes management**
- **New Asthma Guidelines**

These areas align with current clinical priorities and may be of strong relevance and interest to patients.



NHS East Brighton + Health Hub

ROBERT LODGE

35 - 70, Robert Lodge Community Space,
Manor Place, Brighton, BN2 5FG

FRIDAYS
DROP IN FROM
10AM-1PM

HELPING TO CREATE A SUSTAINABLE HEALTH SYSTEM

Each week the East & Central Brighton Primary Care Network Team will be providing a variety of healthcare professionals in one place. This will include **Occupational Therapist, Pharmacist, Nurse, Social Prescribers & Mental Health Support Workers.**

Join us for:

- Mental Health Signposting
- Resources for better self-care
- Non Medical Support/Signposting
- Blood Pressure Checks
- Benefits/Housing Advice
- Medication Queries
- Occupational Therapy Advice and much more...



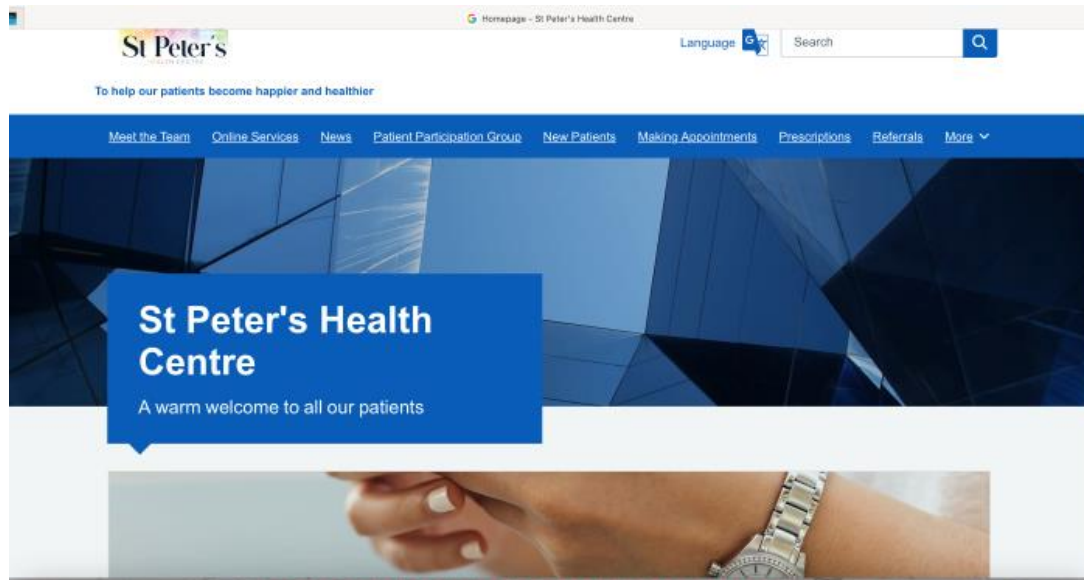
Open to all patients registered with an East & Central Brighton GP Surgery.
Staff will be there to welcome you & support you in finding the most appropriate team/advice you need.

<https://ecb.pcn.gpweb.org.uk/pcn-events>

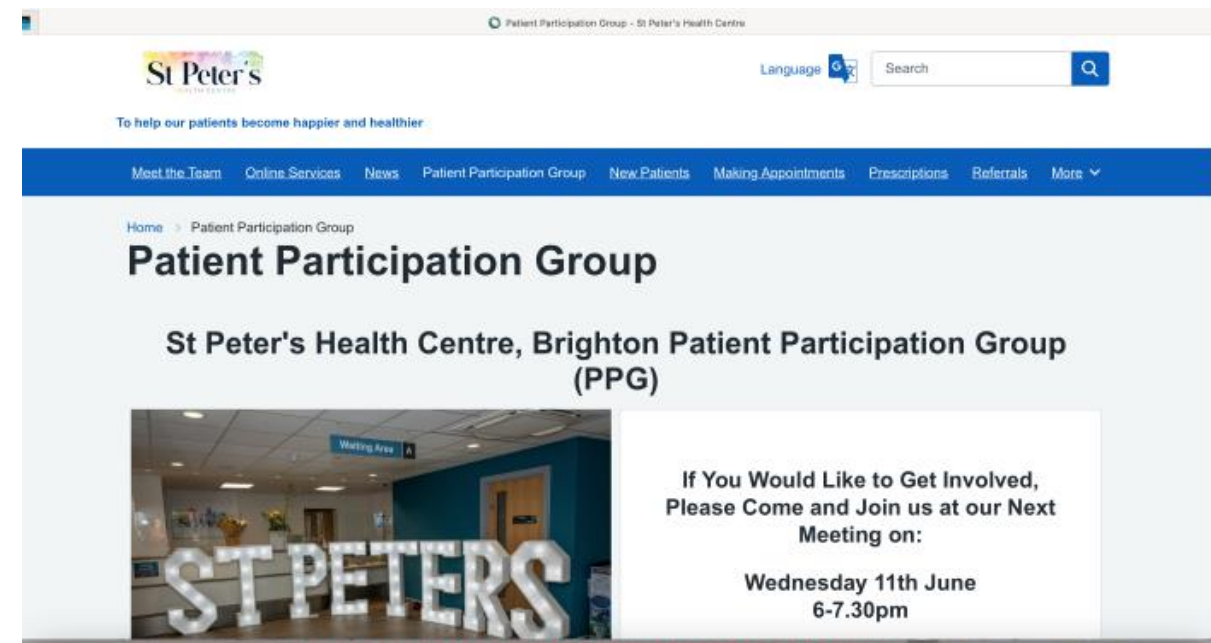
Every Friday at Robert Lodge
35-70, Robert Lodge Community Space,
Manor Place, Brighton, BN2 5FG

- Our East Brighton Health Hub is a drop-in service based in Robert Lodge **every Friday (10am-1pm)**
- This is a free NHS open access service where our staff will be offering a variety of advice, support, and information to all ECBPCN patients. Our aim is to have a variety of healthcare professionals in one place, which will vary week to week.
- This will include Occupational Therapists, Social Prescribers and Mental Health Support Workers. Staff will be there to welcome you and support you in finding the most appropriate team/advice you need. If you are registered with one of our 9 GP practices, come in for a cup of tea and a chat any Friday from 10am until 1pm.

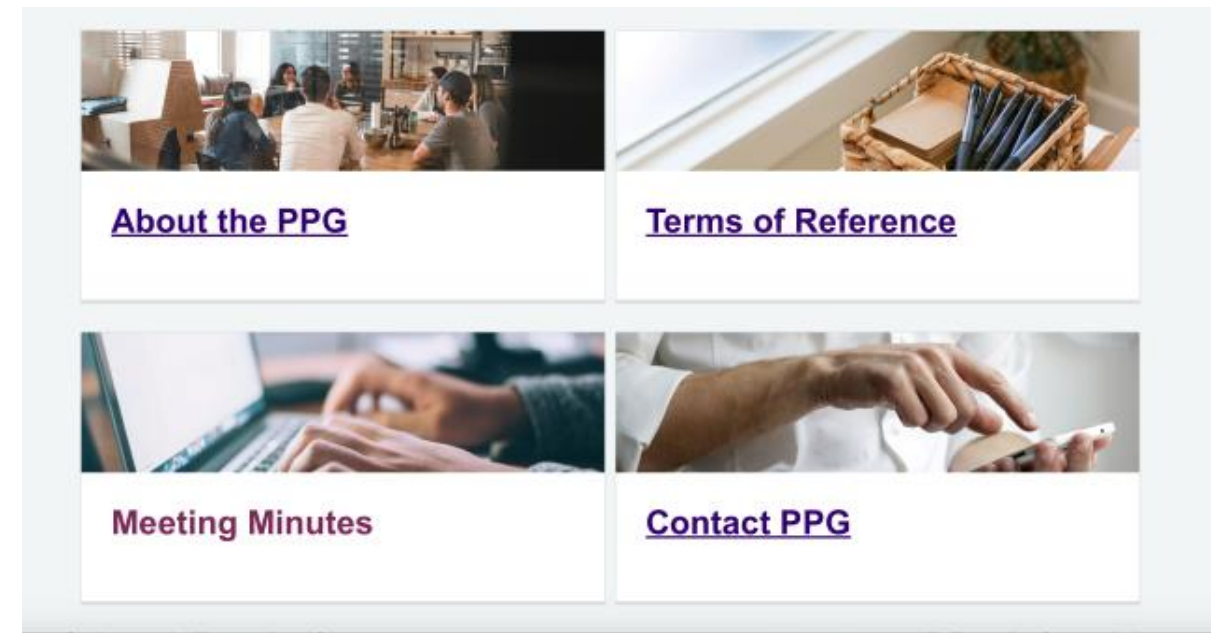
St Peter's PPG Updates



<https://www.stpetersmedicalcentre.co.uk/>



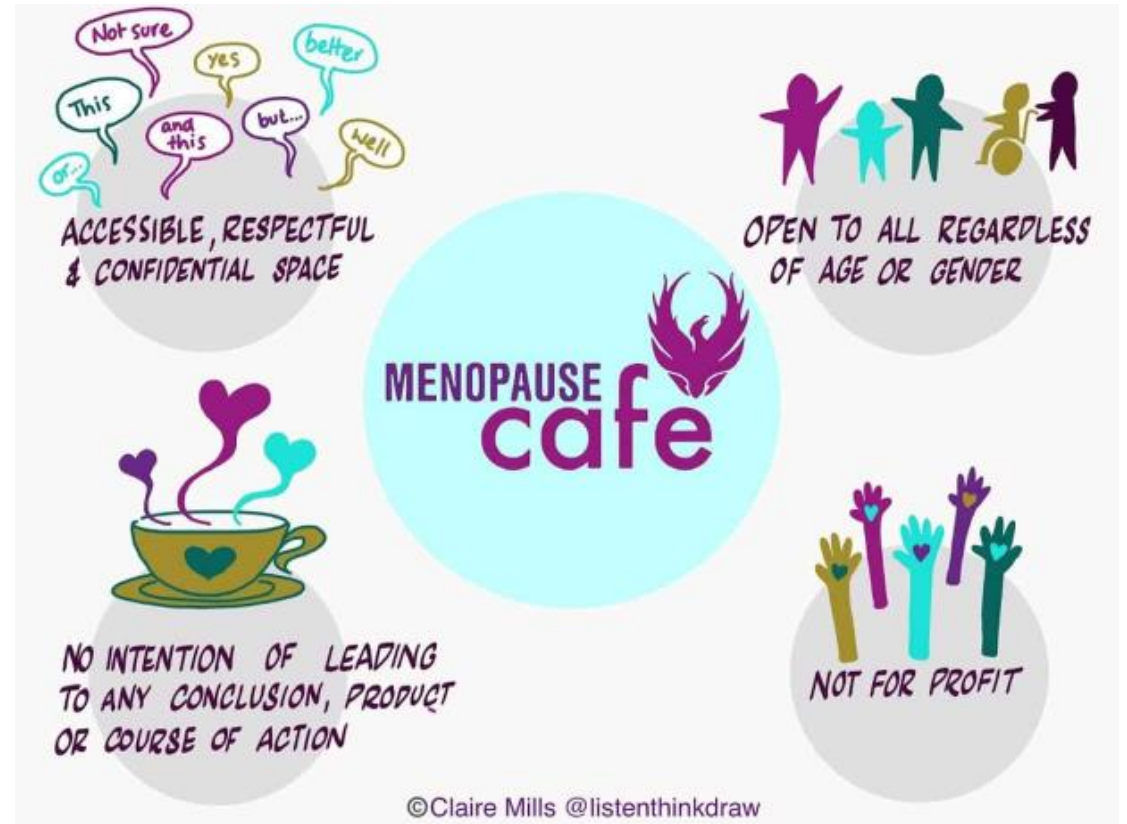
<https://www.stpetersmedicalcentre.co.uk/patient-participation-group>



5. Patient Experience and Encouragement *(Robert/Judi)*



6. Community Support Groups & Education (Joanne)



7. Fundraising (*Phillip*)



8. Discussion Groups and Feedback

Discussion groups - to discuss various possible projects and ideas

- **Patient Experience** (Robert/Judi)
- **Community Groups & Education** (Joanne)
- **Fundraising** (Phillip)



9. AOB

Recruitment for:

- IT & Communications Lead

Next PPG meeting:

- Wednesday 24th September 6-7.30pm

