

Waiting Area

A

St Peters

St Peter's Patient Participation Group (PPG)



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): **Michael Collett tbc**

2. 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



PPG Meeting on Wednesday 24th September 2025

Agenda:

1. Welcome and introductions (Joanne)
2. Agree the minutes from 11th June meeting (Joanne)
3. Matters Arising/Actions (Joanne & Dr Jarvis)
4. St Peter's update (Dr Jarvis)
5. PPG Update:
 - a) *Education & Community projects (Joanne)*
 - b) *Fundraising (Phillip) – volunteers for sub-group*
 - c) *Patient Experience & Encouragement – focus of meeting*
6. Small Discussion Groups – improving practice communications
7. Feedback from Discussion Groups (Joanne)
8. AOB (Joanne)
9. Date of next Public Meeting – tbc

4. Matters Arising

- **Report on Dr Cottam's ideas re medication reviews** - we have invited a cohort of patients to choose an allocated GP and are using this information when triaging
- **Respond on the website to Patient Engagement feedback** - this is on today's agenda
- **More time needed with doctor** - all prebooked GP appointments are now 15 minutes as standard and patients who have additional needs or multiple / complex issues are offered double appointments. All appointments are now triaged by a GP to try and ensure appropriate time is allocated
- **Phone communication issues; option to record consultations** - all calls in and out of to the practice are recorded for training and quality purposes.

General communication:

- *all staff have training on communication at induction, and this is an ongoing process. We have funded a specialist training session in conflict resolution for reception in October*
- *We are reviewing all text messages to patients to ensure they are clear and helpful – starting with bloods related to diabetes*
- *We have arranged more training on neurodiversity from Dr Jessica Eccles / Bex Dew*
- **Consider independent scrutiny body for Brighton** - we have fed back our concerns about the abolition of Healthwatch and await a response from the ICT
- **Shorter waiting times** - we are continuing to triage – every request for an appointment is allocated to an appointment slot that is clinically appropriate based on the information that we have



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

Hot Topics

New staff

Pippa Mitchell – new Advanced Nurse Practitioner

Michelle – new patient care advisor

Dr Tessa Cournoyer - GP trainee

Dr Ioannis Hannadjas – FY2 doctor

Beth Phillips - Clinical Pharmacist

New opening times

From November we will no longer close the doors at lunchtime



Immunisations and smears

- Super Saturday on October 4th - Flu and Covid immunisation drive
- Shingles, Pneumovax and Respiratory Syncytial Virus (RSV) vaccines are also being promoted in time for winter
- Ongoing battle re: uptake of childhood immunisation rates – chicken pox vaccines are now offered as part of the national programme
- Similar battle re: uptake of cervical smear tests - women are being invited to participate in research into use of at home test.

Working with other health services to improve access to care

- **Pharmacy first** – your local community pharmacy can now prescribe:
 - for simple urine infections,
 - contraceptive pills,
 - shingles,
 - impetigo,
 - sore throats a
 - ear infections

you may be triaged to see them as it will be faster and more convenient for you and improve access for more urgent/complex patients

They can also check blood pressures and provide home blood pressure monitoring
- **Enhanced Access** – evening and weekend GP, Nurse and Pharmacist appointments – face to face (sometimes at St Peter's and sometimes a local practice) and telephone appointments are available
- **The Health Hub** on Friday mornings at Robert Lodge – access to social prescribers, mental health, OT, physio, benefits advice etc



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.

Hot clinical topics

- We are working with our 9 PCN practices and the Deans and Central PCN on neighbourhood projects including the health hub <https://www.brightonhealthhub.org.uk/timetable>
- We contacted 1500 people who had not responded to text invitations to have blood pressure checks and 62% are now being treated
- We are trialling a mindful movement course for people with persistent pain and will be starting a Pain Café soon
- We are reviewing pathways for long term conditions – particularly Diabetes and COPD and will be starting to offer group consultations

Patient Feedback – GP survey

(only 137 response some of whom may not have used the practice for some time).

Key Messages:

Positives 😊:

- Reception and admin team helpful
- Understood next steps - after contacting GP surgery and within 2 days of appointment
- Healthcare professional - had all information about patient, listened, showed care and concern, involved the patient in decision making and met their needs
- 92% patients had confidence and trust in healthcare profession they saw or spoke to

To work on 😞:

- Overall experience of contacting GP practice – via phone and website

Practice details

St. Peter'S Medical Centre

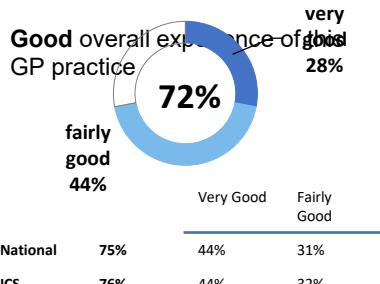
Practice code
30-36 Oxford Street, Brighton, BN1
4LA

G81011 surveys sent out

646 surveys sent back
137

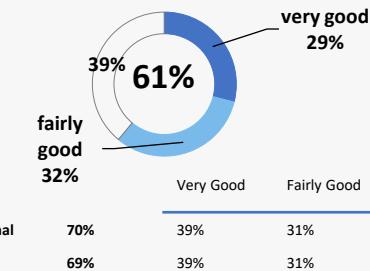
21% completion rate

Overall experience

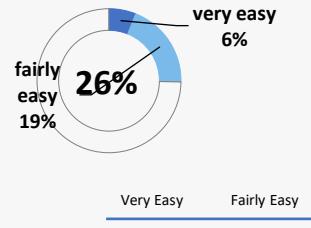


Accessing the practice

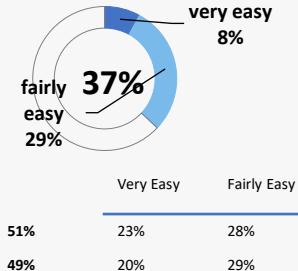
Good overall experience of contacting this GP practice



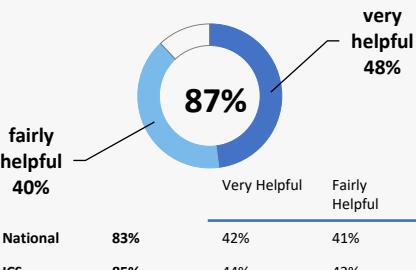
Easy to contact this GP practice on the phone



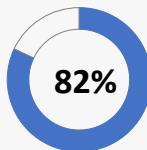
Easy to contact this GP practice using their website



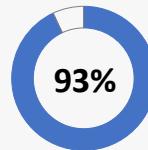
Helpfulness of reception and administrative team at this practice



Knew what the next step would be after contacting this GP practice



Knew what the next step would be within two days of contacting this GP practice



For more information about this practice, please go to: <https://Gp-Patient.Co.Uk/Patientexperience/Results?Code=G81011>

Comparisons with National results or those of the ICS (Integrated Care System) are indicative only, and may not be statistically significant.

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G81011
surveys sent out

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21% completion rate

Overall experience

Good overall experience of the GP practice
72% very good

fairly good 44%
Very Good Fairly Good

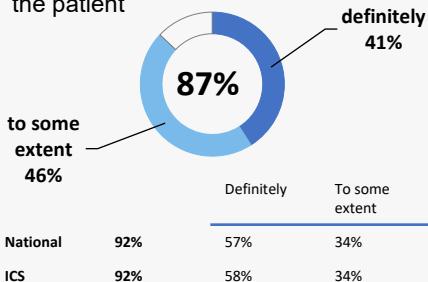
National 75% 44% 31%

ICS 76% 44% 32%

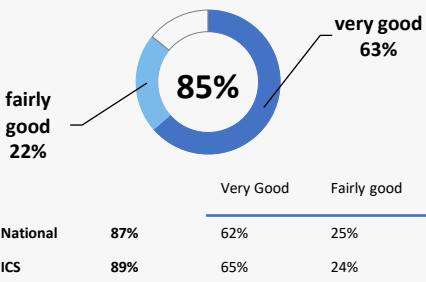
Accessing the practice

Experience at last appointment

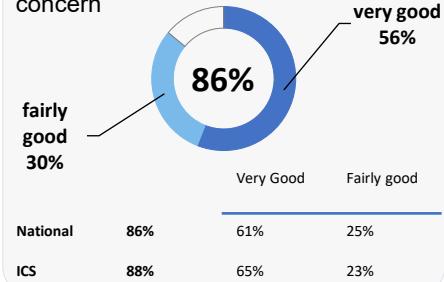
The healthcare professional had all the information they needed about the patient



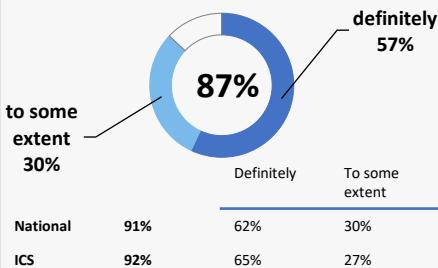
The healthcare professional was good at listening to the patient



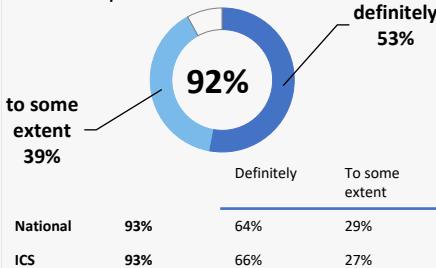
The healthcare professional was good at treating the patient with care and concern



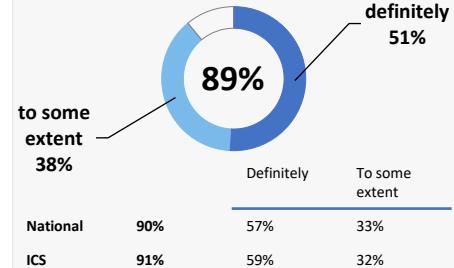
The patient was involved as much as they wanted to be in decisions about their care and treatment



The patient had confidence and trust in the healthcare professional they saw or spoke to



The patient's needs were met



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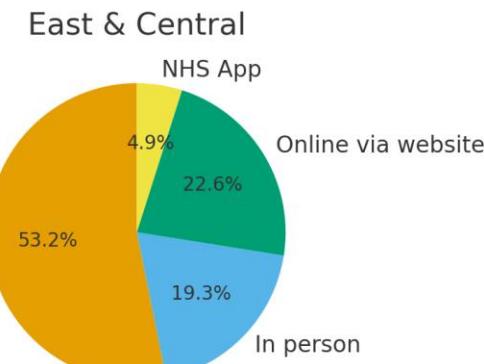
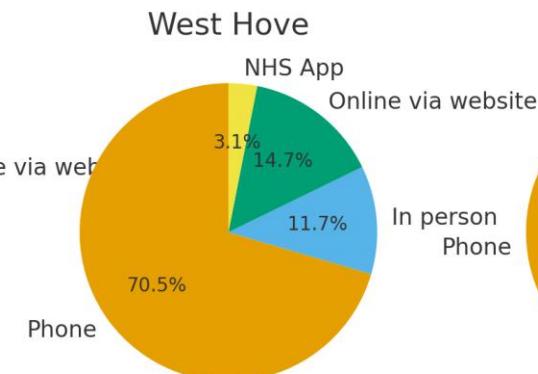
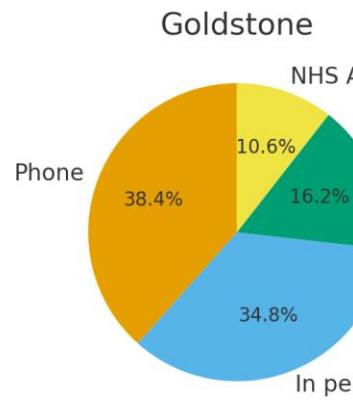
Our own
survey –
compared
with results
from
Goldstone
and West
Hove PCN s

- Sent to all adult patients
- 700+ responses
- Looking at appointment availability
- We have also shared the hours of different clinicians we employ per 1000 population so that we can compare how we are assigning our staff budgets

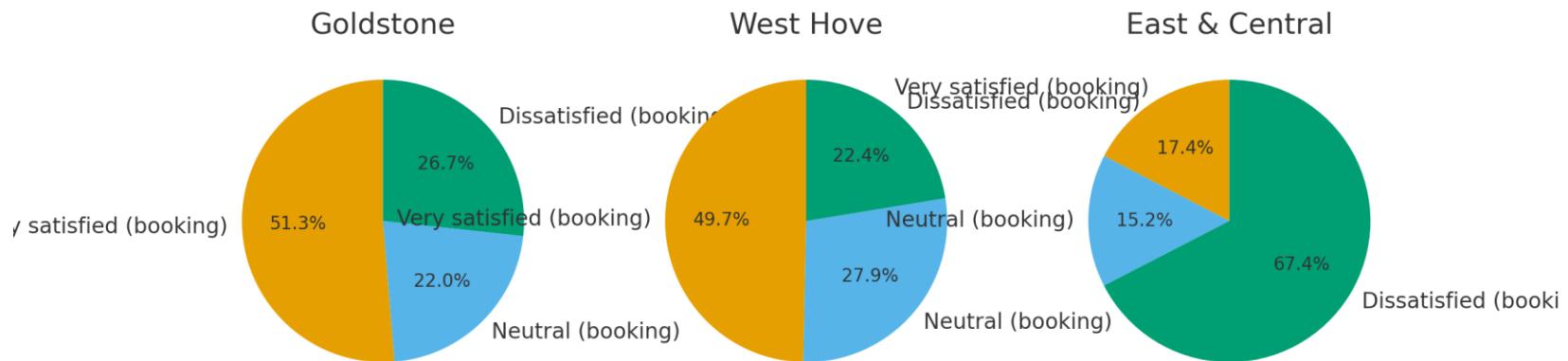
Key Data Comparisons

		Goldstone	West Hove	St Peter's
How do you usually book your appointment?	Phone	48%	81.6%	52%
	In person	43.5%	13.6%	18.9%
	Online via website	20.3%	17%	22.1%
	NHS App	13.2%	3.4%	4.8%
Satisfaction with booking process	Very satisfied	51.3%	45.2%	17.8% (very satisfied) 19.7% (fairly satisfied) = 37.5%
	Neutral	22%	25.4%	15.2%
	Dissatisfied	26.7%	29.4%	25.6% (very dissatisfied) 21.8% (fairly dissatisfied) = 47.4%
How easy was it to get an appointment?	Very satisfied	53%	45.2%	12.7% (very easy) 18.9% (fairly easy) = 31.6%
	Neutral	16%	11.8%	15.2%
	Dissatisfied	31%	38%	32.1% (very difficult) 24.4% (fairly difficult) = 56.5%

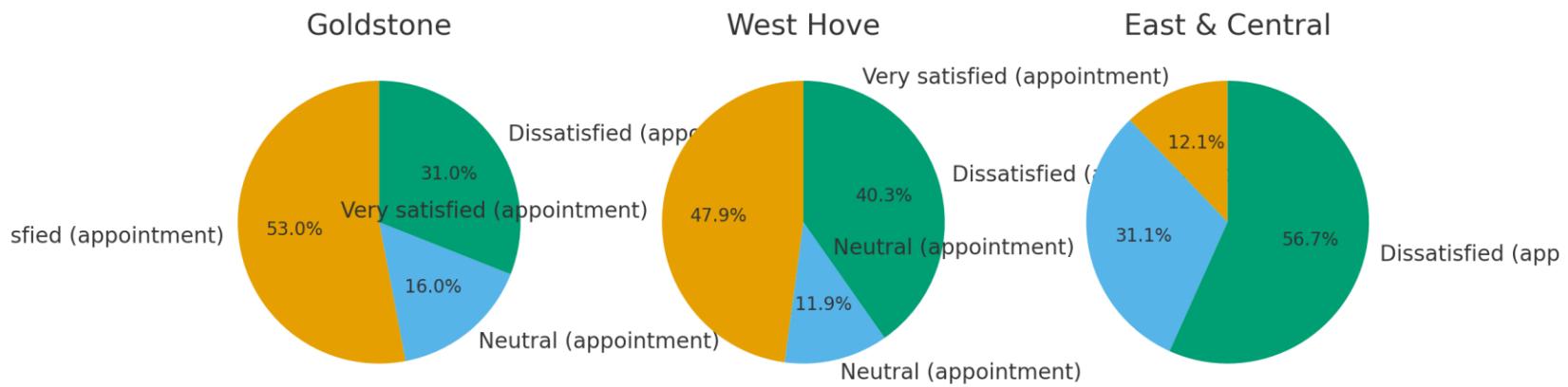
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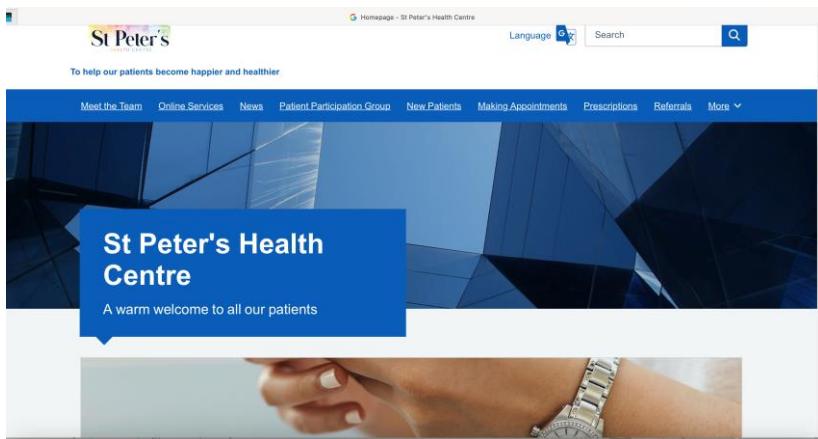
Satisfaction with booking process



How easy was it to get an appointment?



5. St Peter's PPG Updates



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

A screenshot of the Patient Participation Group (PPG) page on the St Peter's website. The page title is 'Patient Participation Group' and the sub-title is 'St Peter's Health Centre, Brighton Patient Participation Group (PPG)'. The page features a photograph of a room with large white letters spelling 'ST PETERS' on the floor. To the right, there is text about the next meeting: 'If You Would Like to Get Involved, Please Come and Join us at our Next Meeting on: Wednesday 11th June 6-7.30pm'. Below the main content are six smaller cards with links: 'About the PPG', 'Terms of Reference', 'Meeting Minutes', and 'Contact PPG'.

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

Patient Participation Group - St Peter's Health Centre

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Patient Participation Group

St Peter's Health Centre, Brighton Patient Participation Group (PPG)

Waiting Area

ST PETERS

If You Would Like to Get Involved, Please Come and Join us at our Next Meeting on:

Wednesday 11th June 6-7.30pm

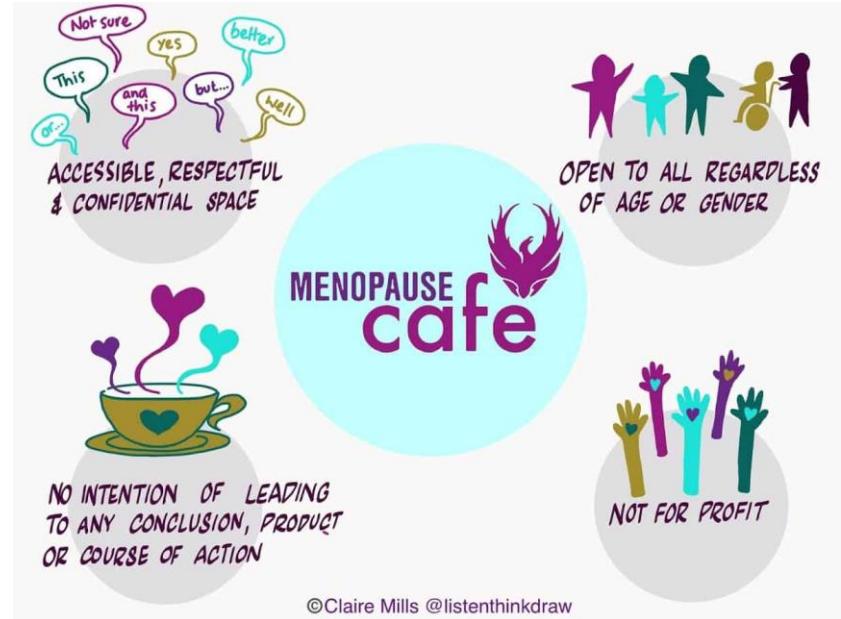
[About the PPG](#)

[Terms of Reference](#)

[Meeting Minutes](#)

[Contact PPG](#)

5a. Community Support Groups & Education (Joanne)



©Claire Mills @listenthinkdraw

5b. Fundraising (*Phillip*)



5c - Patient Experience and Encouragement - discussion group focus



6 & 7: Discussion Groups & Feedback: Focus on Communication

Issue 1

People not attending their appointment and not cancelling

Group to look at the current process for cancellation and think about how we can improve this

Arriving at the Practice – How could we highlight the self check in screen so that more people use this and hence reduce queues

Issue 2

SMS messages:

- **Clarity of messages** – how we could make them clearer.
- **Number of messages** - Are there some messages people would like more or less of ?
- **Messages inviting people to the PPG** - are these clear? Should they be sent to everyone?
- **How do we promote the NHS App ?** – how easy do people find this to use?



Issue 3

How can we get patients to engage in feedback mechanisms and surveys? – suggestions welcome!

8. AOB

Next PPG meeting: tbc

