Minutes of the PPG Public Meeting

Date: 22nd October 2026

Time: 6-7.30pm

Location: St. Peter's Health Centre, Brighton

1. **Welcome & Introduction**

- PPG Committee: Joanne Smith (Chair), Phillip Faithfull (Vice Chair). Michael Colett (IT) & Suzanne Hay
- Surgery Representatives: Dr. Manas Sikdar (Practice Partner), Helena (Admin Manager), Debbie (Patient Care Advisor Manager) Beth (Reception Team Leader)
- 7 Patients in attendance.

Reminder of the Purpose and Scope of the PPG:

- Critical Friend: The PPG acts as a constructive bridge to improve surgery services
- Confidentiality: Individual medical issues are not discussed in this forum; the focus remains on surgery-wide improvements and policies.

2. **Minutes from meeting 23rd June 2026 –** *Agreed*

3. **Matters Arising:**

a) **St Peter's List of Staff** - experience & areas of interest – almost completed – *see section 4b below*

b) **PPG to keep noticeboard in surgery updated** – ongoing challenge…

4. **St Peter's Updates**

a) Staffing Updates & Organizational Changes

- General Practitioners: Welcomed two new GPs working Mondays, Tuesdays, and Thursdays – Drs Sam Freeman and Jay Driscoll
- Clinical & Administrative Promotions:
    - Beth: Promoted to Reception Team Leader.
    - Rebecca Penfather (Lead Nurse): Enrolled in a clinical leadership development course.

    - Laura Cheverton (Administrator): Completed phlebotomy training; now hosting two weekly clinics.

- Returns & Departures:
    - Becky Jarvis: Returning from sabbatical.
    - Departures: Holly Clifford-Jones (Practice Nurse & Travel Clinic Lead) and Holly Card (long-standing Receptionist) are leaving the practice.
- New Hires: Welcomed Shannon (Patient Care Advisor) and Ruby (Apprentice Patient Care Advisor).
- Role Redefinition: Staff previously designated as "Receptionists" are now titled "Patient Care Advisors" to reflect their expanded responsibilities in helping with triage and care signposting.

b) GP Specialisms & Women's Health

- Specialist Interests: A complete register of GP and specialist nurse interests was presented (covering mental health, dermatology, transgender health, digital health, and paediatrics).
- Patient Feedback & Discussion:
    - Attendees noted the absence of "Women's Health" as an explicitly listed interest across the GP team was seen more an Advanced Nurse Practitioner role - raising concerns regarding parity of esteem for reproductive health (covering puberty, endometriosis, maternal care, and menopause).
    - Practice representatives noted that all GPs act primarily as generalists and that incoming triage ensures appropriate care allocation. Continuous Professional Development (CPD) is used to address specific clinical skill gaps.

c) Patient Survey Data & Performance Metrics

- National Survey Snapshot: 587 surveys issued; approximately 96 responses received (17% completion rate against a practice population of 18,000).

- Overall Experience: 75% rated their overall experience as “fairly good” or “very good” (aligned with local practice averages).
- Key High-Performing Indicators:
    - Helpfulness of Reception/Admin Staff: 91% positive
    - Clear Next Steps Provided Within 2 Days: 97% positive
    - Patient Needs Met: 92% positive
- Areas for Focus:
    - Telephone Accessibility: 66% ease of contact (outperforming national average of 57%, but remaining a focal point for improvement).
    - Digital/Website Accessibility: 42% ease of contact.
    - Appointment Booking: Ranked below target expectations.
- Flu Clinic Survey: 200+ responses received, showing data trends consistent with the national survey.
- Statistical Note: Small sample sizes limit statistical significance. The PPG recommended communicating key operational changes back to patients to demonstrate the value of completing future surveys.

d) Access, Digital Triage & System Connect

- Triage Operations: Utilization of System Connect (online triage) continues to increase, reducing inbound phone volume. A GP is assigned continuously to the “control room” for triage while secondary GPs conduct appointments

- Pharmacy First: Promoted as a primary pathway for minor ailments (UTIs, coughs, colds) and minor prescribing

- Operational Challenges:
    - Private Fees: Concerns raised regarding unexpected fees for non-NHS-covered pharmacy services (e.g., approximately £90 for earwax removal).
    - Telephone Queues: High phone volumes occasionally hit queue capacity without a callback option; management agreed to review telephony configurations.

- Digital Exclusion: Reaffirmed the ongoing necessity of in-person and phone access for non-digital or non-computer users

- Resources: Promoted the East Brighton Health Hub at Robert Lodge as a key community resource.

5. **PPG Updates**

- **Healthy Heart Day (13th July):** Successfully hosted event featuring blood pressure screenings, nutrition advice, and chair yoga.
  - Outcome: Sparked the creation of the Gloji Weight Loss Group, now meeting weekly on Tuesdays at the surgery.
- **Funding & Grant Applications:**
  - Brighton National Health Foundation: Application submitted to fund a local walking group around The Level to target social isolation and mobility
  - Trust for Developing Communities (TDC): £500 grant application submitted to subsidize chair yoga sessions (cost: £50/session). Plan is to offer 5–6 free initial sessions before transitioning to a voluntary donation model.
- **Upcoming Events & Groups:**
  - Menopause Event: Successfully held on Tuesday 20th Oct with ~ 18 attendees.
  - Falls Prevention/Aging Well: Scheduled for 20th November in partnership with Brighton & Hove Council.
- **Organizational Network:** The PPG has formally joined the Trust for Developing Communities (TDC) network.

Governance & Finance Log:

Item	**Proposal**	**Outcome / Resolution**
Bank Account - Open a Metro Bank	Proposal: **'*Does this meeting agree to St Peter's PPG***	Passed unanimously via show of hands.

Community Account (£3/month fee including debit card access).	***opening an account with Metro Bank'***	
Signatories: Authorize Joanne Smith (Chair) and Philip Faithfull (Vice Chair) as account signatories.	Proposal: ***'Does this meeting authorise the Chair of St Peter's PPG (Joanne Smith) and Vice Chair of St Peter's PPG (Phillip Faithful) to operate and be co-signatories for Metro Bank Account on behalf of St Peter's PPG'***	Passed unanimously. Signatory powers granted.
Treasurer	Formal appointment of a PPG Treasurer.	Deferred to a future meeting pending nomination.
Legal Framework	Verification of regulatory requirements if funds exceed £500 threshold.	Operating model defined as a Community Group (non-charity). Vice Chair to confirm with Charity Commission.

Actions:

- Legal Framework & Fundraising Threshold
  - Action: **Verify Charity Commission regulations regarding community group status and whether external grants or fundraising totals exceeding £500 mandate formal registration or specific reporting structures**.
  - Philip Faithfull
  - Deadline: Prior to the next funding application disbursement or mid-November 2026.
- Metro Bank Community Account Finalization

- Action: **Complete the account opening process using the ratified meeting minutes as proof of committee authorization. Ensure both designated signatories (Joanne Smith and Philip Faithfull) finalize ID and setup verifications**.
- Joanne Smith & Philip Faithfull

- Deadline: end of November 2026
- Women's Health Specialism Review
  - Action: **Follow up with practice management to ensure staff entry updates review any inadvertently omitted clinical qualifications or focus areas regarding women's health and reproductive care**.
  - Debbie (Patient Care Advisor Manager) / Practice Team
  - Deadline: In time for the next PPG meeting review

- Website Redesign & Digital Accessibility Feedback
  - Action: **Compile patient survey insights regarding low digital accessibility (42% ease of contact) and structure specific feedback to feed into the website redesign consultation.**
  - PPG Committee / Admin Team
  - Deadline: Ahead of final site construction.
- Aging Well & Falls Prevention Event
  - Action: **Finalize promotional materials and logistics for the upcoming Falls Prevention / Aging Well event scheduled in partnership with Brighton & Hove Council.**
  - Joanne Smith & Practice Team
  - Deadline: 10th November 2026

6. **Discussion** – embedded into wider meeting

7. **AOB: Next PPG Meeting/AGM** – **Wednesday 10th February 2027**