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## Minutes of the PPG Public Meeting

**Date: 25<sup>th</sup> February 2026**

**Time: 6-7.30pm**

**Location: St. Peter's Health Centre, Brighton**

### 1. Welcome & Introduction

- Committee: Joanne Smith (Acting Chair), Phillip Faithfull (Acting Vice Chair). Michael Collett (IT), Robert Brown (Chair)
- Surgery Representatives: Carol, Debbie, Pauline, and Megan.
- Patient Gallery: 8 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 24<sup>th</sup> September 2025 - Agreed

#### 2. Matters Arising:

- **Extended Slots:** Appointment times have increased from 10 to 15 minutes.
- **Improved Text Communications:** Patients will now receive a text message confirming who they are seeing and the format of the appointment (Face-to-Face or Telephone).
- **Callbacks:** The telephone call back system works really well, but please note that at busy times, when there is high caller volume, it may take up to 40 minutes to receive your call back.
- **Did Not Attend (DNA) rates** are rising. Please be thoughtful and cancel unwanted appointments via phone or online in good time.
- **Online Appointment Form - Triage System:** using the online appointment request form is the most effective way of getting an appropriate appointment. A triage

system is in place where the forms, on receipt, are assessed by the duty doctor/s who decide how best your medical needs can be addressed e.g. via a same day phone or in-person GP appointment or a referral to more specialist care.

### 3. **St Peter's Update** (Carol Witney):

Staffing & Practice Updates:

- **New Appointments:** The surgery has successfully appointed three new staff members to the team.
- **Clinical Training:** The practice is currently hosting 1<sup>st</sup> year medical students and Foundation Year 2 doctors, as well as pharmacy and nursing students.
- **Assigned GPs:** Every patient contractually now has an assigned GP, you can discover who your assigned GP is via the [NHS app](#) or by asking at your next appointment. However, this is to do with NHS contracts, patients can still see any available doctor or one of their choice (with obvious limitations) who isn't necessary their assigned GP.

The PPG highly recommends the Friday Walk-In Hub at **Robert Lodge**

- When: Every Friday, 10:00 AM – 1:00 PM.
- Why: A fantastic local resource for advice and support without needing a formal surgery appointment.

### 5. **PPG Updates** (Joanne)

#### **Update from Sussex PPG Network**

- ICB (Integrated Care Boards) to cut (50%) costs NHS Sussex and NHS Surrey Heartlands will merge
- Healthwatch Priorities – engaging men in their healthcare, reviewing localised model of mental health care, safe guarding processes, dental provision in care homes, strengthening voices of young people in healthcare
- New PPG grant scheme – can apply for up to £1000 – application deadline 16<sup>th</sup> March
- Ongoing PPG Activities in Sussex – DNA /Appointment Systems/Survey Data

**World Menopause Day/Cafes** – Joanne shared photos and feedback from the very well attended World Menopause Day (18<sup>th</sup> Oct) information event, led by Dr Olivia Hun a menopause specialist doctor. The Menopause Cafes Joanne runs are ongoing and occur every two months, the next one will be Wednesday 1<sup>st</sup> April 6-7pm.

**Health Awareness Events**– e.g. Pharmacy First, Healthy Heart Day – plans are in motion to organise these in collaboration with *Trust for Developing Communities* and *Integrated Neighbourhood Team*

## **6. PPG Discussion Focus:**

### **Health Education – suggestions:**

- Diabetes
- Living with chronic pain
- Dementia
- Arthritis
- Carers support
- Feet issues
- Loneliness/wellbeing
- Walking
- Vaccines – addressing misinformation
- Holding an MMR vaccine/catch up day
- Men's health
- New mums/parent support
- Using the online booking system

URGENT REQUEST: Please ensure your child/children are up to date with their vaccinations. Protecting our children is a community-wide priority

### **Widening Community Engagement – suggestions:**

- Flyer/posters in student accommodation
- Apply for PPG grant to focus on MMR information and encourage vaccine take up and/or to encourage involvement of younger people in PPG/St Peter's

## **7. AOB**

- PPG Planning Meeting – **Wed 13<sup>th</sup> May 2.30pm**
- Date of next Public PPG Meeting – **Wed 3<sup>rd</sup> June 6-7.30pm**

### **Closing Remarks & Thanks:**

- **Thanks:** The PPG committee formally thanks the surgery staff for listening to our recommendations and implementing these positive changes. A special thank you to the patients who attended—your voices make a difference!

- **PPG Committee Recruitment:** The PPG is an all-inclusive group. We welcome everyone to join and take part regardless of age, background, or health condition. Please volunteer!
- **PPG Volunteers Needed** - to assist and guide patients in using the health centre's digital check in system on arrival improving the check-in experience  
Volunteers Needed

If interested in getting involved or supporting the work of the PPG please contact us via the [contact form](#) on the St Peter's PPG webpage

**Minutes Recorded By:** Phillip Faithfull (Acting Vice Chair)