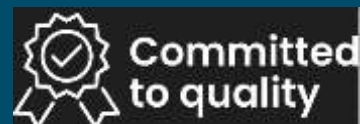


# Public engagement event – St Peter's Patient Participation Group on 6 September 2023



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We would like to extend our warmest thanks to the staff at St Peter's for inviting Healthwatch Brighton and Hove to attend this event.

## 1. Summary

Healthwatch Brighton and Hove attended the Patient Participation Group (PPG) meeting for St Peter's GP Practice on 6 September 2023. This was a special meeting to discuss the opening of the new building in late November/early December 2023, which will see St Peter's and Albion Street practices start to operate from a single premises. The two GP Practices formally merged in October 2021.

The go ahead to redevelop the existing St Peters Health Centre building was given seven years ago. The new premises are regarded as exciting for staff and patients alike.

## 2. At the event

Approximately 100 people attended the event. It was noted that the majority were aged 50yrs and over, of 'white' ethnic background and included roughly a 50:50 mix of male and female attendees.

### **Comments made by patients on the new building included:**

- Would there be parking and disabled parking spaces – *the answer was yes, there will be.*
- How would the green space be used for patients – *this is being considered.*
- Why was the main entrance located on Oxford Street? *This was due to planning requirements.*
- Will physiotherapy and minor surgery be offered on site – *The practice already have FCP (first contact practitioners) from the Musculoskeletal Service Team on four weekday mornings. There is no plan to offer any more. Minor surgery will be provided later in the year.*
- How will patients be communicated with especially those with no mobile phone or internet/email – *it was confirmed that after the PPG event communications will be going out to all patients in variety of ways*

### **Comments not related to the new building included:**

- Some patients complained about their difficulties in being able to get an appointment to see a GP. Healthwatch notes that this is a national problem.
- Other patients raised challenges about being able to book online.
- One patient said that telephone and online appointments lacked a personal touch (e.g. sending private photos by phone).
- It was asked whether the practice would have a target for numbers of face to face appointments with GPs, but the answer was no, there would not be.
- One patient flagged that text phone messages aren't always clear and don't give sufficient information.
- One patient enquired whether all staff received training on mental health and the answer was yes, they do.

### **Comments by staff**

- The staff team presented the lay out of the new premises to the group.
- It was explained that there will be 13 GPs operating from the new premises, all part time, providing care to over 19.5k patients. Healthwatch noted that this would mean the ratio of Senior Clinicians, including GPs, to patients would be very low = 1:1500 and much lower than the Brighton and Hove average of 2,048 and the national average of 1,745<sup>1</sup>.
- In addition to GP's, the practice would have 2 [advance nurse practitioners](#), 1 pharmacy practitioner and 2 Mental Health practitioners.
- It was mentioned that there may be a co-located pharmacy on site but this has not yet been confirmed.
- The staff team explained that the practice would be operating a call back service meaning that patients who could not hang on could select to receive a call back. This should go live by December. In answer to a patient question, it was confirmed that calls back request would not be triaged as the practice receives on average 800 calls a day meaning this is not feasible.
- The new premises will house 14 clinical/consultation rooms, 4 treatment rooms and 6 interview/counselling rooms for Sussex Partnership Foundation Trust, which can double up as consultation rooms.

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<sup>1</sup> [Constituency data: GPs and GP practices \(parliament.uk\)](#)

- Dr Rebecca Jarvis, a GP Partner at the practice described to patients how a normal working day for her started at 7am through to 8pm. It was also highlighted that the British Medical Association guidance was for GPs to see no more than 25 patients per session but that this was often exceeded due to demand.

## Contact information



**Share your experiences of health and social care services with us:**

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