

## ***PPG Meeting Minutes – 6<sup>th</sup> September 2023***

### ***Attendees:-***

Julie Manthorpe, Carol Witney, Debbie Hill, Becky Jarvis, Amanda Booth, Elizabeth Tinley (Contracts Manager, ICB), Pete Southern (Delivery Manager, PCN)

### ***Premises Completion***

Carol introduced the team from St Peter's together with Elizabeth from ICB and Peter from PCN.

Plans were presented which illustrated Phase 2 of the new building which provided a comprehensive premises overview. It was explained that there would be sufficient availability of additional rooms within the new building which could, potentially, be utilised by SPFT/Here. The move is currently planned for Nov/Dec 2023 and patients were warned that there may be some disruption during this period. Patients were also advised of the need to move out of Phase 1 to Phase 2 temporarily whilst additional changes were made. Following this, some staff would be moving back to Phase 1.

An artist impression was displayed of the new building for patients to view and provide feedback.

Patient concerns were noted regarding the current temporary access and the difficulties experienced for disabled patients together with disabled parking issues. Upon completion of the Phase 2, patients were advised that the entrance would move to Oxford Street which would improve access for those patients with disability and mobility issues. Disabled parking would also be reinstated with 4 bays to the front of the building.

A patient also raised the issue regarding the bus gate on Oxford Street and suggested a request to the council for the removal and conversion to a through road with direct access to London Road. This would prevent disabled patients from having to turn around on Oxford Street, within a busy bus lane, and eliminate danger and risks associated with oncoming buses and traffic.

Another suggestion was for the installation of a zebra crossing across Oxford Street directly the front entrance of the surgery to mitigate the danger for patients crossing a busy bus lane.

The potential of a green space to the rear of the building was also suggested by a patient to enhance the health and wellbeing of both patients and staff.

The opportunity for a minor surgery clinic within the new surgery is currently being investigated by a practice GP.

Concern was raised regarding the lack of blood test appointments available at the surgery and the current need for patients to visit Hove Polyclinic, Amex and Moulescomb. Unfortunately, this is unlikely to change due to secondary care funding.

First Contact Practitioners from the Musculoskeletal team are subcontracted and will remain at the practice for the benefit of patients.

St Peter's travel clinic will be opening shortly.

Currently, flu and Covid vaccines are scheduled to take place outside of the surgery, however, this is expected to move in-house eventually.

Upon completion of Phase 2, Albion Street Surgery will close which is expected to take place on the first weekend in December.

The new building will offer enhancements for our patients and the community. A group room will be available for community events and shared learning. It provides an opportunity for St Peter's to become a training practice and continue to grow.

Most patients are aware of the changes, however, more notice will be provided once the date is finalised. This will be communicated by a variety of pathways such as posters, texts, emails and will be available on the website.

Concerns were raised regarding telephone/face to face consultations, however, patients were advised that they can choose if a face to face appointment is preferable.

The possibility of a pharmacy sharing the space with St Peter's has yet to be confirmed.

Becky Jarvis introduced the issue of continuity of care and advised that it was a target the practice were working hard to achieve.

She also advised patients that the practice had carried out a lot of work with Qualitas, looking at ways to improve access for all our patients via numerous channels.

It was acknowledged that we are now living with an ageing population and not all patients were technically able.

Another patient suggestion was to have a space within the building that patients could perhaps have some input such as adding wall art.