

## PPG MEETING 8 JUNE 2023

The meeting was attended by 70 patients

Dr Jarvis presented the attached power point explaining the history of St Peters Health Centre, the current challenges, the timeline for our new building, and the Primary Care Network (PCN) and Brighton and Hove Federation. Patients were shown around the new building with a brief explanation of the next phase.

Following the presentation we then discussed communications between the Practice and patients, and how we might work together going forward

### Communications

- How do we involve people representative of our demographic in the PPG – including ethnicity and age? The PPG meeting had people who had been registered at our Practice between 1 and 40 years and so was representative from that perspective but seemed to have less young people or people from black and minority ethnic backgrounds than we might expect
- E Consult – this is a national platform to allow patients to contact the practice by email regarding administrative issues or to request an appointment. It is accessed via the home screen of the St Peters Website. This is a national website with questions that are designed to ensure patient safety but people at the PPG felt it was clunky and hard to navigate and anecdotally people have given untrue answers in order to get a response from a clinician. People were largely unaware that it could be used for admin queries
- How to communicate to patients who do not have mobile phones, or access to the Internet, visual impairments etc. Texts may not suit everyone, emails or letters could be easier for some?
- Future meetings to cater for younger patients, patients who have children – times to suit? – Evenings or weekends?
- Health check follow-ups/recalls – more awareness/information for patients on who will be invited for an annual review
- Blood test results, via text standard? If patients don't have a mobile? Some results ordered as part of long term condition reviews do not trigger a text back to the patient unless abnormal, but in other cases the GP will always text whether the result is normal or abnormal. Could we standardise?
- Referral info to patient via text to say what the referral is for – it can be confusing if several referrals are being made
- Texts messages to patients not clear as to where appointments are and whether face to face or telephone. Patients cannot respond and have to ring to check
- Could drop in clinics be an answer to the problems with appointment availability? – discussed that when this was tried before it did not work well. There are enhanced

access appointments available after 6.30pm, but they have to be rebooked by reception and are mainly telephone

- Bereavement Services/Support - for unusual death circumstances. Discussed how to publicise support services including Lullaby Trust
- St Peters website – how do we improve navigation? Is there a search option?
- Wording of texts re appointments to patients
- Future meetings to cover group consultations, and updates on telephone system etc. New building would be a better venue and will need to consider possible timings re evenings, weekends.
- Topics for better health, food, etc. - to be more info in layman's terms for patients on these issues as well as practice systems