

The Pavilion Surgery
Patient Group Meeting Minutes
9.12.2025 14:00

Attendees: Madeleine Clarke, Glyns Horton, Tom Coady , Derek Wright, Perry Anderson, Dr Abbey Gersten, Tan Marquina
Apologies from Tony Graham, Malcolm Diplock and Josephine O'Carroll

Item	Description	Action
1.00	Previous Minutes / Actions - Apologies from Perry – did not type up the minutes and lost. - Tan making minutes today	
2.00	Summary of Actions Survey Results: Circulate selected patient survey findings with the meeting minutes (Tan). Website Review: Check and update website information regarding extended access and Federation services (Tan). Premises: Contact maintenance regarding removal/disposal of bronze plaques and cosmetic improvements to the prescription box (Perry). Artwork: Explore refreshing the rocket artwork at the patient entrance and contacting the original artist (Dr Gersten). Research Discussion: Share information on childhood hypertension with GP partners for internal discussion (Dr Gersten). Minutes Circulation: Circulate PPG meeting minutes within one to two weeks of meetings (Perry). Community Feedback: Encourage patients to provide feedback to Brighton & Hove Council regarding Valley Gardens and related access/parking issues (All).	Tan Tan Perry Dr Gersten Dr Gersten Perry All
2.00	Patient Survey follow up Overall Results The practice achieved excellent overall patient satisfaction results, ranking within the top ten practices in Sussex. Recognition was given to Arch Practice, which ranked highest in West Sussex, particularly for its specialist homeless care services. Collaboration across the Federation was highlighted as a strength. Gender Satisfaction Differences Survey results indicated approximately a 10% lower satisfaction score among male patients compared with female patients. Comparisons with Regency Surgery showed a more balanced male-to-female satisfaction ratio, potentially linked to a higher proportion of male GPs. Key discussion points included: - Some male patients expressed a preference to see a GP of the same gender. - Requests for male GPs can be accommodated but may involve longer waiting times due to GP gender ratios. 56% of the practice population is male, predominantly of working age; the female population is generally younger and more likely to be non-working. - National trends show increasing numbers of female medical students, impacting future workforce balance. Despite these findings, patient satisfaction with individual clinicians remains very high. Communication and Access	

	Tan will review the practice website to ensure clear information on extended access and Federation services is visible. Relevant survey findings will be shared alongside the minutes. Friends and Family Test The value of patient feedback was discussed, noting its role in enabling both minor and significant service improvements. 3. Premises and Environment • Ongoing building works were discussed, particularly issues related to leaks. Landlords have completed repairs, and no further leaks have occurred to date. • Graffiti removal is in progress. • The existing bronze plaques at the front of the building will be reviewed, with maintenance contacted regarding removal or disposal. • The rocket artwork at the patient entrance was discussed as a long-standing feature of the surgery. Dr Gersten will explore options to refresh the artwork and contact the original artist. • Concerns were raised about the appearance of the prescription box. While its design discourages litter, cosmetic improvements such as repainting will be considered. 4. Practice Update – Perry’s First Six Months Patient Experience Perry reported high levels of patient loyalty and satisfaction. Complaints have been minimal and manageable. CQC and Governance The practice remains prepared for an unannounced CQC inspection. Clinical standards are strong, with improvements made to administrative systems, HR processes, and premises checks. Audit activity has increased, supported by new systems such as TEAMNET. Staffing • Reception team changes were noted, largely due to career progression. • Beth has left the practice for advancement opportunities. • Ola and Julie have joined the phlebotomy team, improving appointment availability. • GP workforce changes are anticipated, with recruitment planned; further details will be shared in due course. 5. Projects for 2026 – Diversity, Equity and Inclusion The practice outlined planned initiatives to improve inclusivity and support for vulnerable patient groups, including: • Veterans Friendly Practice • LGBTQIA+ Pride in Practice certification • HIV Confident Charter Mark • Daffodils Standard • Thumbs Up Award (Learning Disability Friendly) • Autism Inclusion Award The aim is to make services more visible and accessible to patients who may be unaware of available support. Autism-friendly practice was identified as a particular priority. The practice also reaffirmed its status as a Safe Surgery under Doctors of the World.	
3.00	Any Other Business	

Circulation of Minutes

A request was made to circulate PPG minutes within one to two weeks of meetings to keep discussions current and inform those unable to attend. Tan confirmed this approach.

Childhood Hypertension

A BBC programme discussing rising rates of childhood hypertension was referenced. Dr Gersten discussed the topic with attendees, noting:

- Shared responsibility between parents, schools, and healthcare services.
- The role of diet, lifestyle, and social factors.
- The relevance of paediatric services alongside primary care.

Dr Gersten will raise the issue with GP partners for further discussion.

Valley Gardens Feedback

Attendees were encouraged to provide feedback to Brighton & Hove Council regarding Valley Gardens, particularly in relation to bike stands, parking, and access. Patients are encouraged to support funding requests by submitting feedback.

Update since meeting from Colin Harwood BHCC

Thank you for your email. Yes, I am pleased to confirm we will be putting some cycle stands in this area and elsewhere in the Old Steine as part of the current Valley Gardens project. These will come a bit later in the construction – I'm afraid I can't provide a specific date at this stage but expect this to be around the spring.