

West Area Health Forum Minutes

Wednesday 30th April 2025 10am-12pm



**The Hangleton
& Knoll Project**
Working for a better community
in the West of Brighton & Hove
CLG No. 7260539; Reg Charity No. 1139971

1) Welcome, notes and Introductions

There were 48 people in attendance. The previous minutes were agreed as accurate.

2) Surgery, Community Health Panel and PCN updates

Wish Park & Links Road – Emma Bourlet

- Wish Park is fully staffed - one GP is off long term sick
- Online consultations now open 8am-6.30pm
- Designated training practice
- 2 new clinical supervisors with a third planned
- Reduction in DNA from 150 to 60 per month
- Links Road – more challenging couple of months because of change in GPs
- 4 GPs at surgery with one more remote clinician, which is working well
- Lot of building work completed
- Fully staffed clinically
- Proactive new service – inviting patients for blood pressure and other checks
- Held a joint PPG meeting that went well
- Several staff work across both practices including Emma so looking at ways of working together
- DNA reduced from 100 to 59 last month

Links Road PPG updates – Martin Yeats

- Next joint PPG meeting scheduled for September addressing common issues
- Meet every 6-8 weeks face to face in the surgery. Always looking for new members get in touch if interested
- Attended a PPG Sussex Network event – for information there is a Sussex Dental helpline for anyone without an NHS dentist seeking an emergency appointment 0300 1231663, Mon-Friday 8-4pm

WellBN – Jane Bromley

- 2 partners recently retired – one from Benfield and one Burwash site
- Jane monitors complaints – analyses trends – often phone/IT related
- HKP are offering some IT drop-ins at Wish Park and Benfield sites – just for Well BN/Wish patients to help them get on/navigate the NHS App

Portslade - Tracy James

- A new receptionist has started
- One GP returning from mat leave and one GP reducing hours

- New GP joined beginning Feb – 5 sessions per week with a view to becoming partner
- Recalls system – sending education letters to patients about importance of attending annual review sessions for long term conditions
- Frailty project completed end of March - 43 frailty reviews, 38 GP home visits
- Qr4 - 856 DNA appointments – it is an issue to be addressed

Mile Oak

- Community garden ongoing – installed some steps for access – looking into ramp access but very costly
- Planning a tea party for VE day to raise funds
- Installing screens in reception, help controlling infection
- Car park will be changing to disabled and Dr's cars only from 8th May - free on street parking
- Senior partner is pregnant and on mat leave from July – locum covering
- New practise nurse from April and MSK Physio

Sharon Lyons – Community Health Panel

- Public Health colleagues attended the last panel meeting to complete follow up work from health counts survey data
- Meetings were held with the East and West areas – to question how we can know if assumption that being connected in communities impacts positively on our health and wellbeing (appendix 1)
- Majority of over 65 that responded showed community connectivity important to health and wellbeing
- 24-35 year olds were less happy, which is a concern
- For anyone interested in being involved in future panels the next date is Tuesday 24th June, 2-3.30pm at St Richards Community Centre.

Dr Rowan – PCN update

- Lot of work is about health inequalities – NHS health checks for our population, achieved highest rates in Sussex
- Offering a local respiratory service at Portslade – some patients will get invited for certain tests
- Training session this afternoon with Grassroots Suicide Prevention to support all members of staff
- Learning disability reviews – reached target and again highest results in Sussex.

3) Smoking Cessation – the local pharmacy offer - Henrietta Adu, Burwash Community Pharmacy

- Pharmacy staff all receive training in smoking cessation
- Ackers, Burwash, Kamsons and Trahernes all offer stop smoking support
- Free quit smoking vape services (for 4 weeks)
- All pharmacological support is free if you get free prescriptions or if not, costs same as one prescription charge
- Health trainers – are another option for a bit more support

- Some medications (Zyban) can only be prescribed by GP. However, all funding for smoking has been cut from GP practices this year. Access to pharmacy provision will be key.

4) Arch – General practice for homeless and insecurely housed people - Gary Bishop, CEO Arch

- Arch is a healthcare provider in central Brighton for homeless and insecurely housed people
- Create services to respond to people in difficult and complex circumstances when in insecure housing
- Specialist GP surgery based near St Peters Church – clinical team includes GPs, advanced practitioners, nurses
- 1500 registered patients
- 17,000 appointments last year – patients often attend very frequently
- Create environment where people are at home, known by names, not just a drop-in, crisis interventions, look after whole journey
- Outreach service - small team of nurses on bikes, with diagnostic and treatment kits travel citywide to try and help
- For those treated/admitted to hospital there is a hospital based team to find additional help while there
- Lot of work with housing personnel to avoid being discharged back to the streets
- Patient participation projects – to evaluate and design services across the system for those experiencing homelessness
- Arch and their partners, community sector, mental health teams etc. are working to bring together various aspects of health in integrated teams for this community of high complex needs

5) Just Life - Kate Standing, Supported Housing and Health

- Kate overseas various networks with groups that are passionate about tackling homelessness e.g. council, community groups, charities etc.
- Local Authority are undergoing a homelessness review and developing strategy
- expect consultation on a draft strategy around 30 June
- people will be able to access review, draft strategy and survey online on Your Voice - [Your Voice Brighton & Hove](#)
- aim to agree and publish final strategy in October
- Need to map and develop a plan - looking at bigger picture whilst simultaneously looking at supply, right type, right areas, is it affordable, families, households needing immediate help etc.
- Draft is being formulated based on feedback and workshops with different stakeholders and providers. There will be a public consultation at the end of June
- Continue conversations and learning. Collective duty to respond and get answers

Sara Emerson – Just life and Fran Costello, BHCC services Housing - Housing Options Manager provided a joint overview of their service operations

Key message about homeless prevention: All professionals can refer someone into homeless support at [Duty to refer](#). The earlier we know that someone is going to be homeless the earlier we can work with them to prevent their homelessness. We know the significant health impacts of becoming homeless so if we can all work together to avoid this that would be greatly appreciated.

- Sara supports those accessing healthcare in emergency and temp accommodations with high support needs
- Just life works with Gary's team for those facing barriers to access healthcare services
- Huge amount not presenting to Local Authority early enough to prevent homelessness
- Local Authority follows the legal definition of homelessness i.e. nowhere available to live in the world, which is reasonable to occupy – inc. family home, with relatives, friends etc.
- Homeless is also used to describe those living in insecure accommodation
- Emergency accommodation is extremely varied and offered with a nightly licence – can be evicted at any point, have to agree to rules, different in every accommodation, lots of reasons can be evicted immediately
- Quality of accommodation can be really poor for those in temporary or emergency accommodation
- Single adults with high needs, are put in emergency accommodation. Can also include families in temp accommodation because move on can be very slow
- Housing process – must be a priority need – for single adults this must be a health issue. Health evidence is one of the few ways people get accommodated
- Households with children are automatically accommodated or if vulnerable because of mental or health needs around managing day to day living e.g. must store medication in fridge
- Those needing emergency/temp accommodation and will be accommodated anywhere in Sussex (consistently on the rise)
- Almost 2000 households are in emergency or temporary accommodation – waiting decisions, on housing registers (4000 in Brighton & Hove)
- Demographic has changed hugely – massive rise due to mental or physical health needs within the city (around 55%)
- Long term effects are stressful – unsuitable accommodation, worrying about what happens next, Local Authority decision making process (56 days), waiting lists etc.
- 1 child in every classroom (Brighton & Hove) lives in temp accommodation

Questions raised:

- Why are properties left empty because it costs too much to renovate them when could be earning rent – false economy
- Why can't people be offered properties that need renovation if they are prepared to do the work themselves?
- How many empty properties are there in B&H?

Answers:

- Main reason for empty buildings is economic/landbanking (if private landlord)

- Legislation around health and safety/tenancy prevents offering properties if they are not suitable to inhabit
- Empty properties team in council are trying to purchase back from landlords
- The council are trying to make things better
- Current empty property figures were not available
- Legal process for ending tenancies for elderly council tenants that have gone into nursing homes, can take up to a year. This can also bring the person without capacity into debt
- Organising Power of Attorney could help. Person must have capacity to make decisions - don't need a GP, completed through the Office of Public Guardian
- **HKP 50+ are running two solicitor led legal workshops covering Wills and Power of Attorney on Wednesday 21st May, 1.30-3.30pm and Thursday 12th June 6.30-8.30pm, at St Richard's Community Centre, Egmont Road, BN3 7FP.**

Question: There are a lot of veterans on the streets – why aren't they given any priority?

- British Legion organisation does a lot to support our veterans
- If they are vulnerable as a direct result of their armed service, they should have access to accommodation
- New housing allocations available for those served in armed forces

Question: A resident's stepdaughter was placed in temporary accommodation where there was a family of drug users living there yet nothing was done

- Everyone is placed in what is available today and there will be all types of support needs
- Huge mixture of needs and they are not supported in the accommodation
- Challenging needs all in one space
- Anyone in emergency accommodation must sign the nightly licence – can be evicted but would need evidence of substance use, who was using it, warnings are sent, no onsite staff monitoring issues

Peter Huntbach from BHCC offered to come back to a further meeting and answer wider questions about the council's role as a landlord. Jo suggested this action is taken forward to the Community Action Group

Cllr Faiza Baghoth – Chair of Health and Well-being Board and local Ward Counsellor updated that:

- Time taken to get properties back into housing stock has reduced
- Some housing has been brought back from those who had right to buy
- Working hard to try and get more houses back into service
- Notify Gill Williams or your local Councillor if aware of empty houses

Question: Is there a furniture or bedding bank that people can donate items?

- Reliant on community support services for furniture
- Ask for bedding to be donated at various drop offs
- Discussions in sector regarding no storage facility for furniture

- There are projects that provide clothing and other items which are interconnected but we need to consider how to reach out to wider community
- 6) Health Inequalities – Joanne Alner, Director of Population Health and Inequalities - ICB strategy to integrate
- Joanne's role is to look at health care quality to address inequalities through NHS service
 - Connectiveness creates a good community and happiness where people should experience good wellbeing and live longer lives
 - Aim is to improve health and life expectancy in the population by creating the culture, environment and services to help people live well for longer
 - HKP has been identified as a successful organisation that makes a difference and impacts health outcomes by bringing people together and working on health projects
 - Want to ensure that the voices of those experiencing inequality within the population are heard
- 7) Community updates – Claire Hines, HKP
- Rethinking our health is a partnership with HKP, Portslade and HERE to evaluate a holistic approach to people with MSK issues.
 - Engagement work over next couple of months to gather peoples' experiences and health needs, with a view to designing new ways to deliver services. Speak to Claire Hines if you would like to be involved Claire.hines@hkproject.org.uk
 - Legal workshop - Wednesday 21st May 1.30-3.30pm and Thursday 12th June 6.30-8.30pm. St Richard's Community Centre. Contact Clare on 01273 410858 / 07422692845 or e: clare.hopkins@hkproject.org.uk
 - **Running Covid drop-ins for over 75 and immunosuppressed on 28th May, St Richards, 1.30-4.30pm and 11th June, 1.30-4.30pm, Portslade Village Centre, 3 Courthope Close, Portslade, BN41 2LZ**
 - **Healthy lung workshop 75+ 19th May, 10am-12pm, St Richard's focusing on RSV vaccine run by Public Health. Followed by a Breathe Better workshop. Contact Clare on 01273 410858 / 07422692845 or e: clare.hopkins@hkproject.org.uk**
 - Benfield, Burwash and Mile oak surgery gardens need volunteers. Get in touch with them if able to help
 - Community Health Panel - These meetings are for patients of Mile Oak, Portslade, Hove Medical Centre, Links Road, Wish Park, Charter, Trinty and WellBN who are interested in health and social care. **Date of the next meeting is on Tuesday 24th June, 2-3.30pm at St Richard's Community Centre.** Please contact Claire Hines, claire.hines@hkproject.org.uk, tel 07422 692831

Date of next Health Forum meeting: 9th July 10am-12pm at St Richard's Community Centre, Egmont Road, Hove, BN3 7FP

1. How strongly do you feel you belong to your immediate neighbourhood?

**84%**

of people who said they felt connected to their immediate neighbourhood had medium - high happiness levels

**69%**

of people who said they did not feel strongly connected to their immediate neighbourhood had medium - high happiness levels

**59%**

of people who said they didn't know whether they felt connected to their immediate neighbourhood had medium - high happiness levels

There is a statistically significant difference in happiness between those who felt connected to their immediate neighbourhood, and those who did not, or didn't know

2. How often do you see or speak to your neighbours?

**82%**

of people who said they spoke or saw their neighbours at least once or twice a week had medium - high happiness

**72%**

of people who said they spoke or saw their neighbours less than once a week had medium - high happiness

**53%**

of people who said they spoke or saw their neighbours not in the last 12 months had medium - high happiness

There is a statistically significant difference in happiness between those who saw their neighbours at least once a week and those who did less than once a week, or only in the last 12 months

3. If you were ill in bed and needed help at home, could you ask anyone for help?

83%

of people who said yes, they could ask someone for help if they were ill in bed or needed help at home, also had medium - high happiness levels

56%

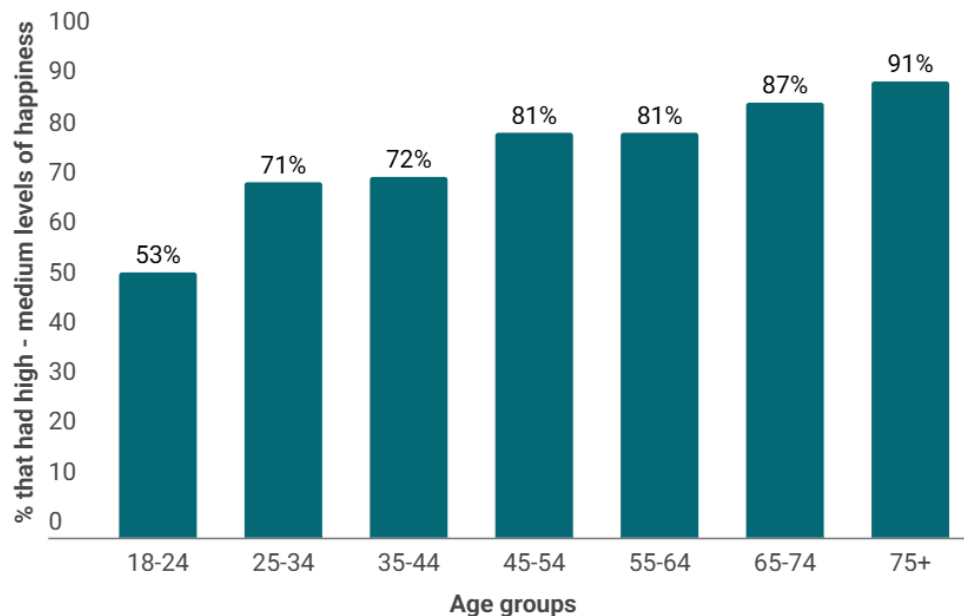
of people who said no, they could ask someone for help if they were ill in bed or needed help at home, also had medium - high happiness levels

67%

of people who said don't know / it depends if they could ask someone for help if they were ill in bed or needed help at home, also had medium - high happiness levels

There is a statistically significant difference in happiness between those who said they could ask someone for help and those who said no they couldn't, or that they didn't know

4. Age groups



18 – 24 year olds are the least likely to have medium – high happiness (53%). This is much lower than the next category of 25-35 (71%) and the oldest age group, 75+ (91%)

There is a statistically significant difference in happiness between the age the youngest and oldest age groups