



West Area Health Forum Minutes

Wednesday 8th October 2025 10am-12pm

1) Welcome and Introductions – JM

There were 48 people in attendance. Previous minutes agreed as accurate.

2) Surgery, PCN updates including vaccines

Well BN - Louise Brindley

- Some changes with clinical delivery as a few GPs have retired/left
- Three new GPs and one new paramedic which increases appointment capacity
- New AI option on phone lines from w/c 13/10 - AI bot completes form and offers appointment, which is confirmed by text
- Call wait times are the lowest they have been all year – less than 10 mins
- 6,530 apps in Sept – 4% increase on 2024
- 37% reduction in DNAs compared to last year
- Benfield site is scheduled building work to move reception and increase clinical rooms. Will close for 2 weeks around Dec but other sites will be open for patient appointments

Q Is RUD clinic still running at Benfield?

A: Can do coil checks, but no other contraception services at moment

Wish Park – Emma Bourlet

- Proposal to ICB to merge Links Road and Wish Park surgeries. To accommodate this, Wish Park has an application to build 4 additional clinical rooms
- Advanced care practitioner has started at Wish Park – visiting housebound, severely frail and people in care homes
- Total clinical triage started in July
- 1 in 29 appointments missed last month
- 1,538 GP appointments offered in Sept compared to 1000 last year

Links Road

- Site proposed to close next year, decision based primarily around patients and access as the building is not suitable/accessible
- There will be the same number of Links Road staff based at Wish Park
- Clinical triage began this week – offered appointment or other same day option
- 17 hours wasted time dealing missed appointments
- 1,149 GP appointments offered compared to 800 last Sept
- Lead nurse has left but Advanced Nurse Practitioner starts in January, and will be able to offer additional services

- Name will be Wish Park as based at Wish Park Surgery

Community Health Panel (CHP)– Sharon Lyons

- Very positive feedback from CHP about the level of engagement about the proposed changes and impact for patients at Wish an for all the work to mitigate barriers for people
- Emma is in the process of phoning every housebound patient at Links Road to inform of the changes
- Discussion at CHP took place around concerns with patient transport – surgeries delayed because of patient transport issues.
- Consequently, Healthwatch have taken the initiative and launched a patient transport survey. Sharon has invited them to the next CHP meeting on January 20th 2026, 2pm-3.30pm. Anyone who is a patient at any of the 8 surgeries of West is welcome – chat to Jo or Sharon

Portslade Health Centre– Dr Rowan Brown

- Started new booking system 3 days ago (not triage system) where patients book directly the appointment of their choice for acute queries – face to face or telephone appointments
- 400 appointments booked so far – half booked directly. Based on similar systems elsewhere patients should get what they need quicker
- Can still phone the practice as well – to ensure equity in the process
- Opened bookings from 6am to 6.30pm – need to have an email address. Lots of questions asked initially to ensure get treatment when needed
- Trying to align with NICE guidelines on how to manage asthma –getting rid of two inhalers ie blue and brown and blending them to one
- As the Clinical Director for West Hove PCN (which has a public health focus) Dr Rowan is involved in a piece of work to support the management of people that have had or are at risk of stroke/heart attacks
- New medications available which are injection based - LEQVIO
- Calling eligible patients to arrange an appointment with a cardio nurse who will offer injection instead (90 called from Portslade and 80 have started on injections)
- Future roll out: Wish Park, Hove Medical Centre then wider ICT

Q Is the change to one inhaler (Brown) for children and young people (under 18's) too?

A: Use of blue one doesn't treat asthma. Young children still have both. From 10 onwards should be moving to one inhaler

Mile Oak – Donna

- Total triage Live went live yesterday - going well so far
- Surgery will help complete forms for patients without online access

- Opening an IT drop in a couple of weeks to help patients set up app on iPad/phones. JM offered help if needed
- Bernie other reception lead is moving to the pharmacy team. Vacancy for reception lead - 30 hours job on Indeed
- Looking for a garden committee team
- Bench with suicide numbers/support will be installed next couple of weeks
- Gone live with flu clinic appointments

ICT updates – Jo – trying to explain the terminology!

- West Hove Primary Care Network (WHPCN) consists of 5 practices – Wish, Portslade, Mile Oak, Links and Hove Medical Centre.
- Goldstone PCN comprises 3 practices Charter, Trinity and WellBN (WellBN has 3 surgeries at Brunswick, Burwash and Benfield)
- These two PCN's work together as WestBH Integrated Communities teams (ICTs) This is the West neighbourhood area of Brighton and Hove
- Community Health Panel (CHP) bring patients together from the whole West neighbourhood area to ensure community and patient voice is at the heart of local integrated working through ICTs
- WestBH ICT leadership group brings together reps from Community Health Panel with all the leaders of the health and social care system including primary care, NHS trusts, Public Health and Community and Voluntary sector
- West Area Health Forum is a partnership of WHPCN plus WellBN Benfield and Burwash and the Hangleton and Knoll Project to ensure community primary care partnership in the specific estates of Portslade, Mile Oak, Hangleton and Knoll
- Strategically this is a period of rapid change and we are supporting moves to help more care happen where people live and by general practice and community services

3) Neighbourhood Mental Health Teams (NMHT) overview – Leila Morley

- Leila commissions services in Neighbourhood Mental Health Teams (NMHT)
- Introduced new NMHTs across Sussex – with 3 in Brighton aligned to new ICT footprint i.e. West (covering 2 PCN's), Central and East
- Will go live from 10th Nov with the core team functioning from then
- NMHT's are part of ICTs, focused on mental health for adults
- Formed of integrated team bringing together – GP, NHS services (Sussex Partnership Foundation Trust), Adult Social Care and Voluntary & Community Sector colleagues
- Letters have been issued to all patients affected by changes
- Currently developing service information leaflet for distribution

- One to one conversations taking place on a case by case basis to support transition with care
- Developing information and short summary packs for practice staff with contact details by end of October
- Post 10th Nov, more work developing this model over the coming year. Aiming to bring together more partners and services into NMHT
- Bringing together multidisciplinary teams to support patients with more complex needs
- Multi-disciplinary team meetings for staff starting to take place
- There will be newsletters, webinars etc, and other communications including public facing in new year
- Service recommissioned with Southdown as provider for new contract (non-clinical psycho-social support – live from 1/10)
- NMHTs aim is to bring together different elements of support to one place i.e. currently lots of different services to navigate, multiple storytelling, referrals not accepted, confusion around how to get support and in right timeframe
- Should simplify navigation for patients with one NMHT linked to each GP surgery, able to work out best place for relevant support
- Better for staff referring in – simpler process and hopefully less rejections
- Reduce repeat referrals, with a single electronic patient record for anyone working in NMHTs

Q: There are lots of issues with referrals and rejections so will all referrals go through NMHTs? Will staff be invited to the multidisciplinary team meetings and will there be someone coming to surgery to talk to clinicians?

- ATS service will be part of core team – rejection rate reduction should improve but may take a bit of time
- No additional funding but will utilise existing resource better
- Removing strict referral criteria much broader reducing common barriers
- Big cultural change – evaluation process to measure progress
- Some development sessions bringing new staff together, have been working with closely with Tory and Dr Rowan alongside Goldstone colleagues
- Service managers will start coming out and connecting with surgeries to build relationships. In the meantime, Leila is happy for surgeries to connect via Tory or Gemma as PCN leads
- Staff will be invited to multidisciplinary meetings. Initially it will be the core neighbourhood team, with aspirations to involve primary care and general practice – aiming for an open door policy clinicians can come along and book a slot to speak about specific complex cases

Q – Can there be better continuity of care when young person reaches 18 as they have to start all over again as an adult.

A: Recognise that transition to adult service is difficult and needs improvement. This will be part of the future development of the programme

4) UOK new contract and offer – Brooke Joyce

- Brooke is the partnership lead for UOK mental health and wellbeing support services in the city
- Brooke provided an overview of the recommissioned service and expanded partnership – slides included at the end of the minutes
- Went live last week – 21 community based organisations in the partnership, regular meetings, work on projects, collaborate to provide mental health support services
- Accessible preventative services – can self-refer, citywide inclusive range of partners and demographics, community driven, co-production is embedded and designed by those using services
- Community Development work with HKP, TDC and Bridging Change partners
- Service is for anyone 18+ living/studying in Brighton & Hove
- Various support services, information, advice and guidance, money advice, suicide and bereavement support, digital mental health support, employment support and mental wellbeing activities
- Working with LEAG - widen outreach
- Sussex Interpreting Service – language support on behalf of service
- Working with NMHTs going forward

5) Lived Experience Advisory group (LEAG)- Kate and Sue

- Meet on zoom once a month – 3.30pm—5.30pm every third Tuesday
- 12 members currently looking to increase up to 16
- 30th Oct @11am coffee morning. Anyone interested is welcome
- Sue has been a member of group for over two years because her daughters both have mental health issues
- Despite help available it is hard for carers, wanted to understand more about range of issues. She is now strategically involved in other sub groups
- Change is not immediate can take time. Needs to be more thought into mental issues that happen from physical issues
- Sue will join WestBH CHP as she is a patient at WellBN and Liz has offered to join LEAG enabling join up

For more information e: inclusion@possibilitypeople.org.uk or 01273 894040

6) Public Health Drug and Alcohol Strategy – Bernadette Alves

[Drug and Alcohol Strategy 2024 to 2030](#)

- High levels of drug and alcohol use and harm within the city

- B&H has huge number of assets despite challenges
- Public health is working closely with Brooke at UOK and other partners
- Suicide prevention training programme for all staff in GP's
- High co-occurring needs - drug and alcohol abuse and mental health
- Combatting Drugs Partnership established - strategy published this year link here
- Three parts - disrupting supply, good services/expanding treatment and recovery and generational shifts (cultural changes)
- Work around integrating drug and alcohol services within NMHT

Q: Will there be anything better for people post detox and rehabilitation as often go back to same places and temptations still remain? Also will there be any support with work/volunteer programmes?

A - Treatment and recovery strand within the strategy - provides lots of detail about work streams, action plans etc. Voluntary sector orgs e.g. Cascade who do creative recovery

7) Community Health projects – Claire Hines HKP

Anyone interested in anything from Claire H do email

claire.hines@hkproject.org.uk

or phone 07422 692831

- NHS digital weight management programme for those with diabetes, obesity or high BP – 12 week programme, BMI 30 or over.
- Get online digital support on Tuesday mornings 10-12pm, Wed 10-12, 1-3pm
- Being Well in the West health event Saturday 10th Oct 10.30 –1pm multiple providers attending, physio appointments, health hub, group ear acupuncture, workshops etc. GP surgery texts have been issued promoting the event
- October is Breast Cancer awareness month. 21/10 Breast Cancer Workshop at Downsman Health Hub, bookings via Claire Hines
- Menopause info and Q&A Monday 10th Nov 6.30-8pm at St Richards- no need to book
- Focus group 18th Nov at St Richards with nurse consultant in cardiology to gain insights about those running risk of heart disease. Talk to Claire if interested
- Info about urgent dental treatment in Sussex (attached)

Vaccines update

- Covid is coordinated city wide from BH Federation for over 75+ or weakened immune (e.g. cancer treatment, rheumatoid arthritis, HIV etc.) Two Covid drop ins at St Richards on 27th Oct, 10am-4pm, and 24th Nov 10-3pm. Quieter sessions with tea/coffee
- Flu is offered from age 65+
- West Hove PCN – invites from GP for flu and Covid

- Benfield and WellBN will get text about community sessions
- Participating community pharmacies are also offering vaccines in Nov – can book via NHS website ‘Book your appointment’ to direct to closest Flu/Covid centre - although doesn’t list all access points
- Portslade have run out of covid stock so referring to HKP sessions
- For full details see here
[NHS England » Flu and COVID-19 Seasonal Vaccination Programme: autumn/winter 2025/26](https://www.gov.uk/government/collections/annual-flu-programme#2025-to-2026-flu-season)
<https://www.gov.uk/government/collections/annual-flu-programme#2025-to-2026-flu-season>

8) AOB

- Jo confirmed the new youth centre in Knoll Park will be completed by end of the year – official opening in April 2026
- Includes a trauma informed one to one clinical room for specialist health services e.g. sexual health and contraceptive services three times a week
- HKP are recruiting for two Children’s Wellbeing Practitioner roles (band 6 training positions). See website for more details <https://www.hkproject.org.uk/jobs>

Steve (Pastor Oasis Church)

- Increasing moves to find affordable provision for food around the city – through low cost membership schemes without referral.
- Oasis Foodbank will transition to a community store (membership based) on a Wednesday from 18th Oct (soft launch) – without need for referrals.
- Hangleton foodbank will focus on emergency crisis food support
- CHOMP provision offered in school holidays, which provides a meal for families on FSM when not in school

Library Service update

- Hangleton, Portslade and Hove libraries are part of free citywide service home delivery for those that can’t get to library because of mobility issues
- Contact Annie 01273 294599 or www.citylibraries.info for more information
- Also have curated book collections around mental health for children, young people and adults. Selected and recommended by those with lived experiences.

Date of next meeting: 4th February 2026

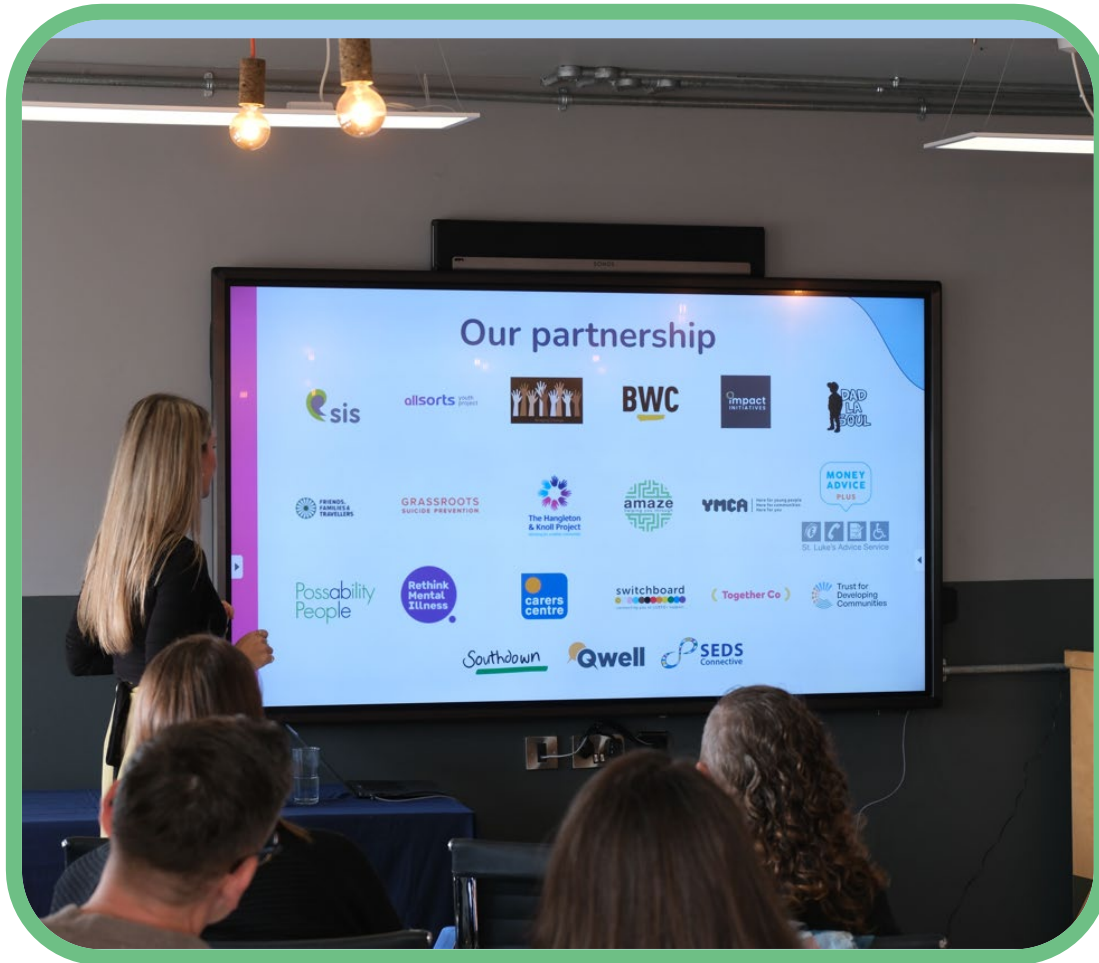


Local mental health & wellbeing support

Southdown



Who are UOK Brighton & Hove?



- A partnership of **21** community-based organisations
- Working together to support good mental health and wellbeing
- Delivered by Southdown
- ✓ Accessible, preventative services
- ✓ Inclusive
- ✓ Community-driven

Southdown

NHS
Sussex


Brighton & Hove
City Council

**U
OK**
BRIGHTON
& HOVE

Our mission

... is to help adults in Brighton & Hove find and receive the support they need at the right time and promote good mental health and wellbeing for all.

We are your connection to local mental health and wellbeing support.

1 in 4 people in the UK will
experience a mental health problem
of some kind each year (Mind)



Our city and mental health

- Brighton & Hove has **above average levels of mental health issues** and the **highest suicide rate** in the South East region. In 2020-2022 this was 50% higher than the England rate
- 24% of residents recorded a **low happiness** score and 9% have **self-harmed** in the last 12 months (Health Counts 2025)
- **14% of MH admissions** in B&H have had **no prior contact with MH services** - highlighting the need for accessibility (Sussex average 5.7%)
- **34.7% of households in Brighton & Hove are single-person households**, placing the city among the top areas in England and Wales for individuals living alone.

What we offer

Mental health and wellbeing support services for people 18+ and living in Brighton & Hove



- Central Access Point (CAP)
- Money advice
- Suicide and bereavement
- Qwell

- Psychosocial 1:1s and groupwork
- Employment support
- Wellbeing activities

- Events
- Campaigns
- Connecting with and listening to communities
- Training

- Co-production
- Language support
- Partnership working

Our partnership





bacp | Accredited
collective mark Service

Southdown



Qwell provide 365 & 24/7 access

Anonymous Users

Our users remain anonymous to protect their privacy, giving them confidence to speak out and access support without the fear of judgement

Therapeutic Choice

We offer a full mental health toolkit - giving our users the opportunity to choose what kind of support works for them, when they need it



Self-help Resources

Community
Support

Practitioner
Intervention

Goal Setting

Personal goals can be set and monitored in a safe moderated environment

Journal

A private yet simple and effective way to track mood and identify personal triggers

Collections

A centralised hub of resources on a wide range of different topics. Including videos, podcasts, articles and activities.

Discussion Boards

Our vibrant community interacts with other users via our peer to peer support forums

Magazine & Podcasts

Over 100,000 articles, pre-moderated and 70% user generated

Live Chat

Access to qualified practitioners (real people not bots) through drop-in or pre-arranged online chat

Messaging

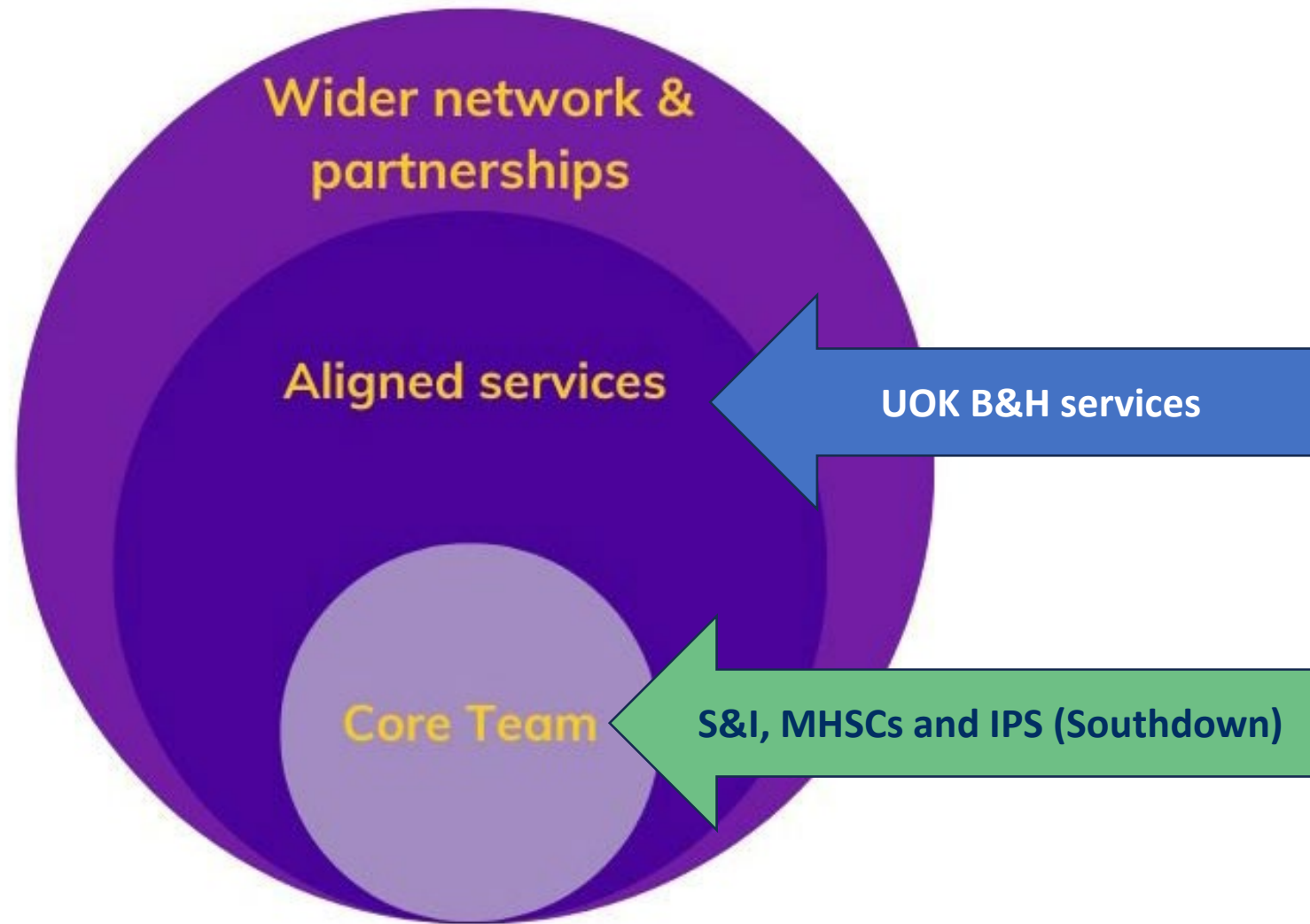
If live chat isn't for you, you can message the online team at any time of the day and you will receive a response within 24-48hrs.

Where Qwell can add value

- Immediate support for people while they wait for specialist services including Talking Therapies
- Help for those that do not meet thresholds or criteria for other services
- 'Out of hours' support with practitioners online until 10pm each night
- Aftercare once discharged from other services
- An alternative to traditional community services
- Support for those who wish to remain anonymous
- A space to 'try it out' before choosing face to face therapies
- Early intervention and prevention



B&H Neighbourhood Mental Health Teams



Staying Well

- Walk-in service for people experiencing a self-defined mental health crisis
- Get help and support without needing to make an appointment
- Safe, supportive and therapeutic environment
- Open 7 days a week, 365 days a year

Brighton opening hours

- Weekdays - 5pm to 10.30pm
- Weekends - 3pm to 10.30pm



Southdown

UOK's Central Access Point

Managed by Together Co

- Phone
- Email
- Arrange a call back

Or visit our website

www.uok.org.uk



(Together Co)



Please get in touch if you or someone you know needs support.

0808 196 1768

All calls are free, and lines are open

Monday to Friday, 9am to 5pm (excluding bank holidays)

Visit our website: www.uok.org.uk (access to Qwell)

Or email: referrals@uok.org.uk

(Together Co)



Please follow us for updates!



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