**Ashdown Forest Health Centre**

**Patient Reference Group Meeting**

**Saturday 8 June 2019**

Present: John Durrant (Chair)

Andrew Cornell (ATC)

Gill Williams

David Watson

Roger East

Georgina Rolls

Tim Sparrow

Derek Hughes

Frances Potter

Nigel Carpenter

Chris Barnham

Gwen Pritchitt (Representing Parish Council)

1. Apologies for absence were received from Camille Bontemps, Brenda Le Seelleur, Marc Little and Stephanie Thornton.
2. Previous minutes agreed.
3. Matters arising – The group asked for further details of the CCG meeting and this was discussed as item 4 on the agenda.
4. David Watson, the group’s representative to the CCG (Clinical Commissioning Group), provided an update of their meeting on 5.2.19.

* One proposal was that Stoke emergency services be moved to Eastbourne General Hospital, however this was voted down and the group will be updated following their next meeting.
* The CCG meeting discussed Online Consultations, however ATC felt that the Partners would only implement this if it was enforced upon them and didn’t feel this is something they would opt for.

ATC explained our practice boundaries for patient registration and clarified the guidelines for registration of patients cross-border. An area map is displayed in the waiting room and you can also check our boundaries on-line. Strict registration guidelines have to be enforced to ensure fairness.

1. 2019 Patient Survey:

As it has been a while since a practice survey was carried out, it was agreed that an updated one be undertaken. The group were provided with templates of three previous surveys for information and it was decided that a survey based on the ‘Woodhill 2018’ one be used and to run for four months from August. Members of the PRG agreed to attend when flu clinics are running on Saturdays (Sept onwards) to hand copies of the surveys out. It was also seen to be an opportunity to inform patients about the Patient Reference Group and to promote the use of the waiting room blood pressure machine.

1. Practice Update:

* Wi-Fi – still waiting installation date.
* Car Park – there was a significant accident in the car park, where fortunately there were no serious causalities, however this has again highlighted the need for the car park entrance to be addressed at Parish Council level.
* CQC (Clinical Quality Commission) inspection process has now changed whereby we now have an annual review. This took place by telephone on 6 June 2019 and we expect to hear within two weeks as to whether this will lead to a full inspection within the next six months or to have a routine inspection within the next year and a half.
* HERE (Improved Access Appointments) whereby patients are offered out of hours appointments (weekday evenings 6.30pm–8pm and Saturdays) at the Meads, Uckfield or on Sundays at Lewes and are linked with our clinical system. These appear to be working well and patients are taking up the appointments there.
* Approval was given by the Group for the Saturday extended hours clinics, held twice a month on Saturdays, to continue for the next year. The practice to put an update on the website regarding extended hours for patient information.
* Dr Mahmood has now completed his GP rotation and will possibly start with us as a salaried GP in August. A new registrar will commence in August.
* Online Blood Appointments – these are available for patients to book online, however there have been occasions where patients are booking these without an immediate clinical need and there is no associated clinical request for it. This is subsequently resulting in taking up the HCA’s time to work out why it has been requested. Consensus was to keep them and ATC to investigate whether an on-line message could be added to the appointment booking.
* PCN (Primary Care Network) - We have now joined with the Crowborough practices to form a PCN. A Clinical Director has been appointed and its aims are to look at more shared community-based services, extended hours etc.
* ATC outlined the Clinical Pharmacist’s progress on processing discharge summaries and how proactive he is when dealing with repeat prescriptions
* ATC advised that we have had a review from the PPA (Prescription Pricing Authority) on who we can dispense to. We can only dispense to patient who live 1.6km away from their nearest pharmacy. The PPA ran a report and found a few patients who we were dispensing to in error but this has now been rectified.
* We are now starting to roll out a new workflow management process whereby our data management team will action certain letters without direct GP involvement. The information is still retained and coded on the patient’s notes, is audited by a GP and ultimately aims to reduce the GP’s workload.

1. Any Other Business:

* A request for a GP to attend future meetings.
* The group would also like to meet the Clinical Pharmacist and wish to extend their best wishes as he prepares for his IP exams. It was mentioned that improvements have been noted since his appointment.
* It is felt that the recorded telephone message is too long before the options are available and a request was made that this be shortened.
* It was noted that patients are using the hand sanitizer after pressing the self-check in machine, not before and a request was made for this to be available on a stand and placed before the machine.
* The Parish Council wishes to minute that they are aware of the issues surrounding the green adjacent to the surgery entrance. The land is registered as village green and is protected by law and an equal area of open space somewhere else in the village has to be found first to replace it.
* If any group member has any item they wish to have discussed at the next CCG meeting, please inform David Watson. He explained that a senior member of the NHS is usually in attendance to answer questions.
* A request for future guidance on acronyms to help understand the numerous ones used in the meeting to be found at the end of the minutes

1. Date of Next Meeting:

To be advised once the dates of the next flu clinics are arranged.

PRG Patient Reference Group

CCG Clinical Commissioning Group

CQC Care Quality Commission

PCN Primary Care Network

PPA Prescription Pricing Authority

STF Strategic Transformation Fund

NHSPS NHS Property Services

ICE Electronic Pathology Ordering System

STP Sustainability and Transformation Plans/Partnership

HERE Improved access provider