Ashdown Forest Health Centre

Patient Reference Group Meeting

Saturday 7 October 2017

Present: Andrew Cornell

Gill Williams

Frances Potter (Acting Chair)

Georgina Rolls

Brenda Leseelleur

Chris Barham

Camille Griffin

Tim Sparrow

Nigel Carpenter

1. Apologies for absence were received from John Durrant, Roger East and Derek Hughes. ATC confirmed that apologies should be sent direct to him.
2. Previous minutes agreed.
3. Matters arising – ATC confirmed that the issue regarding the TV had been actioned. Sally had contacted SystmOne and had been advised that it cannot be used overseas.
4. CCG – nothing to report. ATC to enquire about the Sustainability and Transformation Programme (STP)
5. Practice update for information to PRG:

Staffing:

* Sally Payne has now left and moved to Leeds and the group would like to pass on their sincere thanks to her for all her hard work. It was agreed to send her a copy of the minutes so she could see their thanks recorded. Gill Williams, who is replacing Sally, was welcomed to the group.
* Nurse Alexandra Katona, recently had a baby boy, Vito, and will be on maternity leave for a year. We have managed to recruit a full-time practice nurse who will be working at AFHC two days a week and at Woodhill for the remaining days.
* Dr Emily MacDonald has now returned from her maternity leave.
* Dr Laurence Woolley, who has recently ended his year’s rotation as a GP registrar, has been recruited to work here two days a week

Flu Clinics:

Are well underway, having started earlier this month.

Wi-Fi:

NHS guidelines have stated that by the end of 2018 we have to provide Wi-Fi access in the waiting room for patients who wish to use it. Patients will have to register and management will be required to monitor patients’ access to certain sites.

Feedback Form:

ATC produced a template Feedback form for discussion that would be made available for patients at Reception. Discussions took place about the exact wording of the form and it was agreed, once amended, to trial this and monitor the response. (agreed copy attached)

Car Parking – still no update on the car park situation.

Shed in rear car park is to be dismantled to allow for a cage to be erected to house the waste bins.

A new Ashdown Forest Health Centre sign is to be erected outside the building.

1. Any Other Business

A question from patient was asked about Volunteer Drivers but it was pointed out that this was a separate community service, under the umbrella of the Parish council and not linked to the surgery.

Question from patient – Is it possible to have mirrors installed in the public toilets? *ATC to investigate*.

Question from patient – How do we lodge living wills with the practice? *Copies are scanned into a patient’s notes.*

Question from patient – How long is the waiting time for a routine blood test? *At the moment we are struggling with appointments due to a nursing shortage, holidays etc. Once the new nurse is in place we should be able to offer appointments within the week. If a patient is under Brighton Hospital and their consultant has requested they have bloods done we are sending them to the QV to have their bloods taken so their results go directly back to them.*

7. Date of next meeting – March 3rd, 2018