Ashdown Forest Health Centre

Patient Reference Group Meeting

Saturday 16 June 2018

Present: Andrew Cornell (ATC)

Gill Williams

John Durrant (Chair)

Brenda Leseelleur

Chris Barham

Tim Sparrow

Nigel Carpenter

Roger East

Derek Hughes

Mark Lillie

Eva Davies

1. Apologies for absence were received from Rowena Moore.
2. John Durrant confirmed he is happy to continue to act as Chair and as Frances Potter has not indicated she wishes to step down, it was assumed she was happy to continue as Vice Chair.
3. Previous minutes agreed.
4. Matters arising:

* Patient feedback forms received since the last meeting were discussed. ATC replied to the comment on one form regarding telephone bookings and explained why on some days we only have medically urgent appointments and also the fact that receptionist now ask for a brief outline of the problem to enable them to guide the call down the correct pathway. It was noted that the online appointment system is not fully explained on the website. *ATC to review and amend if necessary*.
* ATC also outlined the procedure for patients with blood test requests issued from Brighton or Princess Royal Hospitals. These patients are advised to have the tests taken at QVH to enable the results to go direct to the consultant and not to the practice.
* Mirror in patients toilets – ATC still liaising with NHS property services and the matter is ongoing.
* External signs have recently been erected by NHS Property Services however the Parish Council has now advised that these require planning permission. Ongoing with NHSPS and the Parish Council
* WiFi for the waiting room – the router has now been installed; however we are awaiting a protocol to restrict the use when the practice is closed.

1. CCG – No report other than an appeal for members to attend CCG meetings to represent the Practice.
2. Practice Update

* Dr Fyfe had been off sick from October to May but has now returned on limited duties. Drs MacDonald and Woolley have left the practice and have been replaced by Dr Manyam and Dr Kakarla. Drs Naineni and Cannon have both increased their numbers of sessions each week.
* The practice has now recruited a full time Clinical Pharmacist. This will help to relive the GP’s workload and he will be responsible for authorising repeat prescriptions, blood results, discharge letters etc and will eventually run his own medication query telephone appointments and hypertension clinics. He will begin studying to be an Independent Prescriber. Nigel Carpenter voiced on behalf of the PRG their thanks to the Practice for this forward thinking approach and congratulated them on this bold step in recruiting for such a role *ATC to put information regarding the appointment of a Clinical Pharmacist on the website when the role is fully developed.*
* The Practice has purchased a waiting room blood pressure machine with money bequeathed to us, this will assist with freeing up nurse appointments.
* Two new benches have been purchased with money left to the Practice from a patient; these will be sited outside the entrance to the building.
* A new bin cupboard has been installed to the rear of the building.
* One You East Sussex, a government healthy living incentive, is now running from the practice every Wednesday. ATC suggested that PRG members may like to look at the possibly of running a group to promote healthy living e.g. a walking group around the village.
* GDPR – A privacy notice is now displayed in Reception and on the website together with a list of other privacy notices that are available to be viewed if required. ATC then outlined revised procedures regarding Subject Access Requests where the Data Protection Officer will ensure the request for records are reasonable. PRG members were then asked to give their consent for their own names to be published in the minutes as these are posted on the Practice website. All members consented. *ATC to prepare consent forms for the next meeting.*

A note of thanks was expressed to Andrew Cornell for his continued hard work in the smooth running of the practice.

1. AOB

* A member expressed concern regarding the debris on the roof and gutters. ATC explained that NHS Property Services are responsible for the upkeep of the premises and the matter had been raised with them on numerous occasions.
* Access to car park was raised. ATC explained that the land outside the practice is owned by the Parish Council. This is to be raised again with the Parish Council.

1. Date of next meeting – Saturday 22nd September at 11am