

Woodhill Surgery

Patient Reference Group Meeting
Wednesday 9th June 2021 at 16:00

Present: Andrew Cornell, Practice Manager
Gillian Williams, Deputy Practice Manager
David Miles
Brian O'Connor
Jeanette Hore

Apologies: Gill Weavers, Bill Dixson

ATC began by thanking those who attended.

CCG - ATC advised that he had been contacted by Elizabeth Tinley, Senior Manager Primary Care contracts, Sussex CCG. Elizabeth advised that the CCG had received a complaint from a patient regarding the inactiveness of the PRG. Andrew explained to the CCG that whilst the PRG had been inactive over the last 2 years it was a conscious decision by the PRG to focus resources on the development plans. In addition, the pandemic situation has not helped; practice focus has changed and resources re-deployed. Andrew also advised that the same conversation took place with Angela Hatcher, Public Involvement Officer from the CCG following communication from the patient to her.

Andrew re-iterated, the main priority for the practice was to react to the ever-changing situation we found ourselves in during the pandemic and more recently, the deployment of the covid-19 vaccination program.

Andrew agreed to liaise with the Patient involvement team at the CCG to ensure the broader remit for the PRG was upheld, he recognised this is a contractual obligation and apologised to the CCG for allowing this to lapse, he took on board their comments and agreed to feed back to the PRG.

In addition to the above complaint, the same patient has requested contact details for the PRG Chairman. **Action: PRG members agreed that members' personal details are not to be shared with persons outside of the PRG, should patients wish to communicate with members then the practice email can be used where emails can be forwarded to members. Andrew to email patient.**

Selection of Chairman – David Miles has agreed to continue as Chairman, this was unanimously agreed and therefore adopted.

Terms of reference – Terms of reference that were previously circulated were approved by those present and therefore adopted. **Action: to be posted on practice website – Gillian Williams**

New member – Andrew advised those present that Jeanette Hore has been his “go to” during the pandemic for all things “Facebook” and felt that she would be a great asset to the group, it was unanimously agreed that Jeanette could join the group – Thanks Jeanette.

Staffing - Andrew advised the group that Dr Fyfe will be returning to work following long term sickness in July. However, she will be returning for a phased return and as

such this does not include working at Woodhill. It is hoped that Dr Fyfe will return to full working pattern towards the end of the year.

Development – Andrew advised that he is in the process of appointing a surveyor who specialises in healthcare properties to act on behalf of the Partners. We understand that Wealden DC are in receipt of 3 designs that will be presented to the wider community in the coming weeks.

Future meetings – It was agreed that members will consider matters for the PRG to focus on ahead of the next meeting. It was widely agreed that there is little to be done with the current premises but the wider scope of the PRG could look and review other matters. Jeanette requested consideration for evening presentations/Talks going forward (such as Care for the Carers) it was felt that these could be considered when we are fully clear of the current pandemic situation. **Action: Members to consider matters for next meeting.**

Covid-19 Vaccinations – Brian O'Connor wished to pay thanks to the surgery and the wider PCN practices for the vaccination roll out. He wished to congratulate not only the vaccinators but the incredible amount of work it took to plan and schedule the appointments. **Action: Andrew thanked Brian for his comments and assured him his kind words would be passed on.**

Members – Andrew requested members to consider requesting representation from Mayfacs to join the group, it was widely felt that this would be a positive step and agreed to representation. **Action: Andrew to approach Mayfacs for representation.**

CCG/PRG – Andrew advised that WH PRG are not currently represented at the CCGPRG, Jeanette expressed an interest in representing WH PRG but not at this current time. Andrew to establish if the CCGPRG meetings are remote, in which case Jeanette could maybe consider. **Action: Andrew to contact CCGPRG**

Newsletter – Jeanette has agreed to update residents about WHPRG in the next Mayfield & Five Ashes Newsletter, encouraging feedback and reminding residents what the PRG remit is (see terms of reference) **Action: Jeanette**

Meetings – It was agreed that future meetings will be held by Zoom as Teams was a little difficult to access. **Action: Andrew**

Next meeting – It was agreed the next meeting should be scheduled for August/September 2021. **Action: Andrew to arrange and disseminate details.**