

**Ashdown Forest Health Centre  
Patient Reference Group Meeting  
Saturday 18 February 2023**

**Present:** John Durrant (Chair)  
Andrew Cornell  
Gill Williams  
Nigel Carpenter  
Brenda Le Seelleur  
Derek Hughes  
Tim Sparrow  
Jenny Virtue  
David Watson

1. Apologies for absence were received from Gwen Pritchard, Georgina Rolls, Camille Griffin, Rowena Moore, Chris Barham
2. The minutes of the last meeting on 17 September 2022 were accepted as a true record with no matters arising.
  - 2.1 Car Park – no update.
  - 2.2 Telephone System – (Graphs produced for January were for both sites within Ashdown Medical Group) The figures showed total calls received throughout the day noting the peaks and troughs, calls answered and average call length.

The graphs clearly showed the peak times for receiving incoming calls at the beginning of the morning and afternoon and it was noted that extra staff are seconded onto Reception during these times to reduce the call waiting time. Inbound abandoned calls were largely due to people not wishing to wait in a queue and hanging up and it was also noted that there were quite a large amount of outgoing calls from GPs that were not answered by patients. Overall, the figures showed quite a healthy result, which was much improved on the old telephone system and no major problems were evident.
  - 2.3 PPG membership – still hoping to recruit more new younger people to the group to ensure a fair patient representation.
  - 2.4 Ashdown Medical Group have now signed up to the new Community Diagnostic Centre operating at Queen Victoria Hospital. The CDC offers rapid access to a whole pathway of tests and scans to help speed up diagnosis and treatment plans. These tests are reviewed by a multidisciplinary team at the QVH before referral back to the GP for treatment/management or on to a specialist if needed. These can include a range of both scans, CT and physiological testing.

3. John Durrant attended the latest High Weald PPG and an update from that is available if required. It was noted that Ashdown Forest fared quite well when compared to other surgeries in the PCN. If anyone has any items they would like to be raised at the next meeting, please let JD know and he is quite happy to mention on your behalf.
4. Health Centre/Staffing Update
  - 4.1 No staffing changes since the last meeting.
  - 4.2 The surgery has a new email address for patients wishing to email in their prescription repeat requests – [sxicb-esx.prescriptions@nhs.net](mailto:sxicb-esx.prescriptions@nhs.net)
  - 4.3 New windows have now been installed throughout the building, however no vents or window restrains were initially put in. These have now been added but the scaffolding still remains as Property Services have identified rotting facias and will start to replace these shortly.

5. AOB

It was asked if the surgery had returned to regular monitoring/health checks now services had largely resumed after covid? ATC advised that the majority of our appointments are now face to face and GPs and other members of the clinical team carry out regular monitoring of patients. One You, operated by Public Health England, run well man/woman clinics for weight loss, smoking cessation etc and patients can either self-refer or a GP can refer on their behalf.

A question was asked regarding Extended Hours Clinics and whether this was now operational? ATC advised that these are now up and running with the surgery offering extended hours on a Thursday evening with 3 clinicians available from 6.30pm to 8pm. (Woodhill Surgery holds a clinic on one Thursday in the month and the rest are held at Ashdown). Every one in six Saturdays we hold morning clinics between 8am and 12pm. Patients are able to pre-book into these using online appointments. The Saturday afternoon clinics have been outsourced to South Downs Federation.

A comment was made about how efficiently this surgery runs, especially when compared with other surgeries.

6. Date of next meeting – Saturday 3 June at 11am at the surgery.