**Woodhill Surgery**

**Patient Reference Group Meeting**

**Wednesday 26 October 2022 via Zoom**

Present:Andrew Cornell, Practice Manager – ATC

Gill Williams, Patient Services Manager – GW

David Miles – DM

Jeanette Hore – JH

Shirley Holland – SH

Lucy Jervis (MAYFACS) – LJ

Apologies: Gill Weavers, Lizzy Young, Brian O’Connor

Welcome: ATC welcomed those in attendance to the meeting

Conflict of Interest: No conflicts of interest were tabled.

Matters arising from previous minutes:

PRG membership: The group carried out the annual review of PRG members and it was felt we were still well represented with the over 50-age group and there was no requirement to increase. However, we should continue the appeal for membership with a focus on the younger age group of patients (under 50) DM/ATC to put an appeal in the Yellow Pages.

Appointments: The surgery is gradually introducing more face-to-face appointments as required, however it was noted that some patients prefer telephone consultations on occasions. The receptionists have been tasked to carry out an initial triage to ensure patients go down the correct pathway and an appointment made with the appropriate person as required. Masks as still encouraged to be worn for face-to-face consultations.

ARRS Roles: The surgery now has a First Contact Physiotherapist linked to the surgery. He works remotely on a Wednesday morning and can see patients face to face on a Wednesday afternoon. Patients and reception can book directly with him as required. We continue to have a Physician Associate linked with the surgery on a Tuesday who is currently focusing on carrying out chronic disease reviews, such as dementia and mental health reviews.

Development: This is currently at the planning stage. The discussion time has now passed and Wealden District Planning Department will make a decision at the end of November. From the surgery side of the project the District Valuer has agreed the rent reimbursement and, although it has been under costed slightly, the Integrated Care Board have agreed to fund the shortfall.

MAYFACS:

They are currently looking to see if a Covid booster vaccination clinic can be carried out locally as they receive many requests for transport to the clinics. LJ to liaise with Hardik at St Dunstan’s to look into the possibility of him extending one of his clinics to the Mayfield area.

They are also looking to create warm hub spaces for residents who would appreciate a warm space to stay in during the day.

Flu Clinics: Once again this was held in the Community Centre and thanks was expressed to Shirley for her help in securing the premises for this clinic. Unfortunately, we did run out of the ‘Over 65’ vaccine towards the end of the session. We think this was because we ran the clinic slightly earlier this year and the local chemist hadn’t received their vaccine supply therefore more patients came to our clinic. More stock is now available and patients are being invited to come to the surgery to one of our catch up clinics.

CCG/PRG – nothing to report.

It was asked at the last meeting about the number of Ukrainian refugee patients and ATC advised that we have currently accepted 55.

Registrations:

ATC advised that when the partners took over the practice in 2013 there were 2200 patients registered. The current figure today stands at 3620. It is felt that further growth is unsustainable. Heathfield Surgery are not now accepting any new patients, which means that any new patients wishing to register with Heathfield and who also fall into our catchment area could be allocated to our practice. ATC has had a discussion with the ICB and LMC as we feel we have now reached the point where we can no longer safely accept any more patients due to space constraints. ATC advised that there are times when GPs and administration staff based at Ashdown Forest Health Centre are used to cover capacity issues at Woodhill but this practice and additional cover is not sustainable long term, and steps need to be taken now to address the pressing issues we face. The square meter we should be working with based on 3620 patients should be 333m² and we currently have 77 m².

Our options are to either to cap our list or to close our books for a period of twelve months, however refugees would still be accepted. The Partners feel the only option is to close our books and this recommendation was put forward to the group. Following discussion, it was unanimously decided that the group would give their full support and agree with the recommendation to close the patient list for a period of twelve months. It was noted that the group were concerned that if a patient moves within our area they may be deducted and not able to reregister and it was asked that further discussion with the ICB could be had around this point. If this list closure was given approval by the ICB it would take at least 21 days to implement.

Extended Hours Clinics: The surgery has amended the hours of extended hours sessions on some Saturday mornings with face to face clinics and a telephone clinic on Saturday afternoons. Extended hours are also offered every third Thursday until 8pm. There will be a GP and nurse on duty and these appointments can be booked in advance online.

JH asked whether it was possible to find out what each blood test was for when the results are received via text. Unfortunately, our clinical system does not allow for this; however results are available in more detail on the NHS App.

Date of next meeting: Wednesday 25 January 2023 at 10.30am via Zoom