

Woodhill Surgery

Patient Reference Group Meeting
Tuesday 23rd March 10.30 – via Zoom

Present: Andrew Cornell, Practice Manager - ATC
David Miles - DM
Gillian Weavers - GLW
Brian O'Connor - BO
Shirley Holland (MAYFACS) – SH
Lucy Jervis (MAYFACS) – LJ
Brian O'Connor - BO

Apologies: Gillian Williams, Jeanette Hore, Bill Dixson,

Welcome - Andrew welcomed those in attendance, and welcomed Lucy Jervis (new MAFACS Manger) to the meeting.

Conflict of interest – No conflicts of interest were tabled.

Matters arising from previous minutes – None

ARRS Roles –

Andrew advised that under the Primary Care Network, networks are able to recruit new roles to expand their care team with NHSE with a forecast of 26,000 additional staff working in general practice by 2024. Roles such as First Contact Physiotherapist, Clinical Pharmacist, Paramedics, Social Prescribers, Care Co-ordinators. Our PCN (High Weald) currently employ FCP's (First contact physiotherapists) and planning to recruit Care Co-ordinators from April 2022.

A patient care co-ordinator (PCC) may be required to deal with patients and, if appropriate, their carer, before or after the patient's consultation with a clinician or other healthcare professional.

Working closely with the patient and their clinician or other healthcare professional, the PCC co-ordinates patients' healthcare and directs them to the appropriate service to ensure that they get the most suitable care from whatever health or social care provider is appropriate.

The PCC's role requires them to be able to work with, and understand the roles of, a variety of different people working in the practice and across the PCN including doctors, nurses, healthcare assistants, social prescribing link workers, physiotherapists, physician associates, paramedics, health and wellbeing coaches, podiatrists, occupational therapists and pharmacy technicians.

They may be given a caseload of identified patients and be required to ensure that their changing needs are addressed by taking into account local priorities, health inequalities and/or population health management risk stratification.

PRG Membership – SH and LJ still pursuing potential PRG members 18 – 40 and young families via their links with other local groups.

Staffing - Andrew advised following on from the last meeting a change in the administration team has taken place. Two new receptionists have been employed and a new role “reception manager” was created, this gives the team full support during the day and patients the ability for direct access for management queries. This has been made possible since patients notes have been removed to a secure facility funded by the CCG/NHSE, extra administration space has been created.

LJ wished to acknowledge the service she received from Laura (Practice Nurse) it was felt she went over and above when treating her child. DM also commented that she is a great asset to the team.

Development – Andrew advised that together with the CCG a “new premises communications and engagement plan” would need to be developed.

The plan will set out how we will communicate and engage with our various stakeholders, partners, public and patients on Woodhill Surgery’s intention to re-locate from its current building in Station Road, Mayfield, to a new primary care facility located within the Mayfield Community and Health Centre to be built at Court Meadow. The plan will outline activities to support the engagement process as well as suggested communications channels and methods to reach all those affected by and interested in the changes. The objectives of the plan are:

- To develop a clear narrative that describes the reasons for the relocation.
- To actively manage and develop relationships with key local stakeholders to ensure they are informed and aware of the benefits to patients and the local community.
- Gather insight to understand the impact of the proposed move on patient groups and the wider community, and to mitigate against any unintended/negative impacts.

Once the plan has been developed and agreed, Andrew will liaise with the PRG for their involvement, support, ideas and expertise. MAYFACS happy to assist with communication via their web site, links with local groups etc. GW also offered the support from the Parish Council resources.

Parish Council update – GW: Similar position to the Practice, they have employed professional bodies and hope to have outstanding queries resolved in next couple of weeks, when agreed, moving forward with planning application (June 2022) – Huge pressure from Fields in Trust regarding the land. GW remains hopeful that this will be resolved but is being led by those not in favour of the project. Information days are being arranged by the Parish Council, Andrew thanked GW for her efforts and persistence with this project. The partners remain fully committed and support the Parish Council with this venture.

MAYFACS – Lucy Jervis has taken over from Shirley Holland, the PRG welcomed Lucy to the group. Current pressures on MAYFACS are to respond to Ukraine crisis, in particular arrangements to house/support refugees. LJ raised a query around registration of overseas patients (specifically from Ukraine)

The following guidance is available:

<https://www.gov.uk/guidance/nhs-entitlements-migrant-health-guide>

<https://www.gov.uk/government/news/ukrainians-fleeing-war-granted-free-access-to-nhs-healthcare>

CCG/PRG – Nothing to report

Newsletter – Nothing to report.

AOB –

GW – When will the waiting room be re-opened? – Andrew advised that this has been open since January 2022 although we still restrict to 4 patients at any one time (Covid-19)

BO – Advised that there is a teacher at the girls school who speaks Polish and she could be of use to MAYFACS and translating for potential Ukraine refugees – BO will forward details to JL.

MAFACS – JL reiterated that MAYFACS have a demographic boundary that they follow, details will be forwarded to Andrew in order that we can make patients aware. JL to provide further flyers/posters for display at the practice.

DM – When will the practice release appointments on-line? Andrew advised that whilst we still need to triage all appointments due to Covid-19, they will remain unavailable to book on-line, this will be reviewed over the coming months.

Meeting closed - 11.30am

Next meeting – 21.06.2022 10.30 via Zoom (subject to change)