**Ashdown Forest Health Centre**

**Patient Reference Group Meeting**

**Saturday 17 September 2022**

**Present:** John Durrant (Chair)

Andrew Cornell

Gill Williams

Nigel Carpenter

Brenda LeSeelleur

Georgina Rolls

Chris Barham

Derek Hughes

Patricia Patterson-Vanegas

Camille Griffin

1. Apologies for absence were received from Tim Sparrow, Jenny Virtue, Gwen Pritchard, David Watson
2. John Durrant has agreed to remain as Chair of the meeting. Unanimously agreed.
3. Agreed that ATC would contact Frances Potter to see if she is happy to continue as Vice Chair.
4. Minutes of the meeting held on Tuesday 30 November were accepted. Matters arising from the minutes:
   1. Car park – ongoing.
   2. CQC inspection due on 1 December was postponed due to the illness of inspector. The surgery then had a follow-up remote telephone inspection in April as three areas flagged as having unusual figures compared to the national average; these were childhood immunisations, cytology and antibiotic prescribing. The practice was able to indicate that we are proactively following up on these areas with targeted letters etc. and the inspectors were satisfied with this action and acknowledged due to patient demographics these areas have always been low.
   3. Telephone system. This has now been upgraded to a cloud system and seems to be working well, however it has been noticed that on occasions, the calls do briefly cut out and the cause of this is being investigated. Comments from the group about the system were favourable and members appreciated that you can find out your place in the queue. Managers are able to log in to answer calls if required at busy times and GPs are able to dial with their mobiles with the number coming up as the surgery number. ATC to provide the group with data regarding call length/queue data.
5. High Weald PPG meeting: JD attended in David Watson’s absence and pointed out that in relation to neighbouring surgeries we come out very favourably in terms of reception, general complaints etc. ATC pointed out that Ashdown Forest have come second for appointment times in a recent survey in the Sussex Express. JD has said he is happy to continue to represent the group at the High Weald PPG if David Watson does not wish to continue.
6. Flu clinics are to be held at the Community Centre on Wednesday 5 and 12 October and Saturday 22 October. No appointment is required as long as you have received an invitation. Catch up clinics will be held at the surgery for those unable to attend the walk-in sessions.
7. Staffing update:

* Dr Baxter has taken ’24 hr retirement’ and following this has taken a month’s leave of absence and will return in October as normal.
* The surgery has recruited Hannah Tweed as a Physician Associate. Hannah originally trained with us whilst at Brighton University and has now returned on a full-time basis. ATC outlined the role of a PA in that she sits between a GP and a nurse practitioner. She holds clinics; with her current area of focus on dementia reviews, learning disability reviews, mental health etc. She is supervised closely by the GPs and can do most tasks other than prescribing.
* High Weald PCN has funded clinical pharmacist’s positions to work amongst the seven surgeries in the group. As our surgery already has a full-time clinical pharmacist, this will now free up Rakesh Patel to hold more targeted clinics such as hypertension, asthma, COPD etc.
* The PCN have also recruited a Care Co-ordinator. Emily Taylor has taken on this role and she provides a link between the GP, the patient, the referrer or family if required. The Care Co-ordinator also closely links with the Social Prescriber/Age UK.

1. Extended Hours Scheme – from 1 October the PCN will be running extended hours clinics at Ashdown Forest Health Centre and Woodhill Surgery on a Thursday between 6.30 pm to 8pm and every twelfth week on a Saturday morning between 8 am – 12 pm. A Saturday pm clinic will be outsourced to a third party provider. These appointments are pre-bookable and will be available on line.
2. Appointments– the surgery is gradually introducing more face to face appointments as required, however it is noted that some patients prefer telephone consultations on occasions. The receptionists are now offering face to face appointments at the point of initial contact if it is necessary.
3. Replacement windows – NHS Property Services are beginning work, starting on 1 November, to replace all external windows in the building. The work is envisaged to take eight weeks and may cause some disruption due to scaffolding, loss of car park spaces and noise. Patients will be advised to find alternate parking if possible during this period.
4. Chris Barham advised the group that the planned merger between Queen Victoria Hospital and Brighton University Hospital is not now going ahead.
5. CB also advised that he will look into additional services at the Community Diagnostic Centre based at QVH.
6. Comments was made regarding the membership of the Patient Reference Group and the fact that we are not attracting any new, younger members. Camille Griffin has offered to see if she can get more members.
7. Date of next meeting – Saturday 18 February at 11am at the surgery.