

**Ashdown Forest Health Centre
Patient Participation Group Meeting
Wednesday 24 October 2024**

Present: John Durrant (Chair) (JD)
Nigel Carpenter (NC)
Georgina Rolls (GR)
Jenny Virtue (JV)
Chris Barham (CB)
Andrew Cornell (ATC)
Gill Williams (GW)

- Apologies for absence were received from Derek Hughes
- The minutes of the last meeting on 17 April 2024 were accepted as a true record with the following updates:
 - Staffing – the following staffing changes have occurred since the last meeting:
Physician Associates are no longer with us.
Dr Krishna Naineni left the practice in September.
We have recruited Dr Andrea Planas Gaspar (previous registrar at the surgery) and Dr Deborah Ziegler. Dr Viktoria Napirana joins us at the end of October. We now have two new registrars, Dr Magnus James and Dr Jasmine Bhangra, working under the mentorship of Dr Basesley. We have had a few administration changes since the last meeting but all departments are now fully staffed.
 - PPG membership – NC has spoken to Patrician Patterson at the Parish Council to ask if she could spread the word at various groups, such as mother and baby groups etc. about joining the PPG. We still need to ensure that we are proportionally represented amongst the various age groups. One suggestion was to advise potential new members that they could join the group via Zoom if that made it more accessible.
 - Car Park issues still ongoing
 - High Weald PPG haven't held any meetings recently
- 4. CB recently attended the Sussex Network PCN meeting where the following points were noted:
 - There was a lack of young participants attending the meetings.
 - More clinical input at the meeting was requested.
 - Looking into a webpage for a PCN newsletter
 - Making more use of NHS facilities such as hiring out to various groups.

5. Health Centre/Staffing Update:

- Small steps have been taken with NHS Property Services towards resolving the rent issues. We currently have a problem with parts of the flooring on the first floor as the lead flashings hadn't been replaced properly when new windows were installed and water has entered the building.
- We now have a call back facility for patients to avoid having to sit in lengthy queues when trying to contact the surgery. So far this has been well received and well used by patients.
- Unfortunately our flu clinics haven't been well attended this year, partly because patients are attending vaccination centres where they are having covid and flu together or pharmacies are vaccinating our patients. It looks like we will incur a significant financial loss as the surgery has to buy the vaccines months in advance and we will have a lot of unused flu vaccines that we are unable to return. As a result ongoing flu clinics will be re-evaluated for next year.
- Our nurses are vaccinating patients for RSV in age order initially. Eligible patients will receive invitations to book an appointment.
- Blood Tests – The Partners have noticed an increasing number of requests for blood tests to be taken on behalf of hospital doctors and have decided this additional workload is not sustainable. Therefore the decision has been made to only carry out blood tests for requests that have been raised by the practice. Hospital blood tests at the request of a Consultant will not be carried out at the surgery and patients are being asked to have this taken in the phlebotomy department at the hospital that gave the form. Further information for patients has been published on our website.
- We are currently working towards making more online appointments available and also sending out more links for patients to enable them to book via this method.

6. Any Other Business:

- GR asked if the surgery followed up on patients who did not attend their appointments. ATC advised that patients 'not attending' was not a huge concern at the practice. Nursing staff did send text messages to patients if they failed to attend after 20 minutes of their appointment time. Appointments can be cancelled online or via email to the surgery.
- The group commented that feedback on the new pharmacy in the village is very good and we were asked to pass the groups' appreciation on to the new manager.
- CB advised that a new Diagnostic Centre is being planned at the Queen Victoria Hospital. The Health Centre do utilise the current one very frequently and it has proved very beneficial to the surgery.

7. Date of next meeting to be held at the surgery on Wednesday 9 April at 5.30 pm