**Ashdown Forest Health Centre**

**Patient Reference Group Meeting**

**Saturday 7 March 2020**

Present: John Durrant (Chair)

Andrew Cornell (ATC)

Rakesh Patel

Gill Williams

David Watson

Marc Lilllie

Georgina Rolls

Tim Sparrow

Derek Hughes

Frances Potter

Nigel Carpenter

Chris Barnham

Robert Lewin (Representing Parish Council)

1. Apologies for absence were received from Gwen Pritchitt and Jenny Virtue.
2. Previous minutes agreed.
3. Practice Update:

* The group were introduced to Rakesh Patel who is the Clinical Pharmacist for the Practice.
* Lloyds Chemist - as a result of ongoing problems with reauthorisations by the chemist and following a recent meeting with them, it has been agreed the practice will no longer accept a managed prescription service from them. Patients will still be able to submit their repeat prescription requests either online, in person at the practice or at a collection point inside the chemist.
* Staffing – no changes
* Corona Virus Outbreak. The practice is being guided by NHS England and Public Health England. As the information is very fluid and regularly updates, ‘Corona Leads’ (ATC, RP and GW) have been appointed who will disseminate relevant information to staff, answer any patient queries and are the point of contacts. The decision has been made to temporarily remove the facility for patients to make online appointments to enable us to carry out basic triage over the phone and ask patients whether they have recently travelled to affected areas, if they have been in contact with anyone who has travelled or in contact with anyone who has contracted the virus? This will prevent patients turning up at the surgery who are displaying any Covid 19 symptoms. Contingency plans are in place should a patient present at the surgery showing symptoms. Staff are carrying out spot cleans around touch areas throughout the day. The Patient Reference Group supported the Practice with these actions.
* Telephone System – The lease has recently been renewed and updated and the phone line capacity increased. This has now enabled more staff to answer the phone during the peak period between 08.30 and 9am thereby cutting down waiting time on the phone.
* Primary Care Network - ATC confirmed that we are still members of a primary care network with 5 other practices (Groombridge & Hartfield, Wadhurst, The Beacon, Saxonbury and Woodhill Surgeries) and we shall be looking at employing external services such as first physio contact, paramedic services etc.
* Blood Test Results – these are now texted to patients where we hold mobile phone details.

Patient Survey

General discussion followed regarding some of the comments in the patient survey. It was noted that the survey tended to reflect the feelings of some of the more senior members of our patient cohort due to the fact the questionnaires were distributed during a flu clinic. The comments viewed were a snapshot of the 397 ones received. Patient identifiable/offensive ones were removed along with duplication of comments. The common theme was the telephone system, provision of Saturday clinics, car parking etc. All members of the reception team were given a copy of the full report to see how patients are perceiving them as part of their ongoing customer service training. It was noted that overall results were excellent or very good and that should be commended. A request was made to put an article in one of the local free magazines of the overall results of the survey and details of any actions going forwards.

Car Park

The group were reminded of the issues surrounding the car park and access to and from it. The Director of NHS Property Services visited the site and one suggestion was a drive in/out car park. A contractor has been asked to give a ballpark figure of the cost of widening the driveway and then talks can commence with the Parish Council to alter the car park. The Parish Council has agreed for the signage to remain in situ until a final decision is made regarding the car park. The Parish Councillor explained that they were bound by restrictions as to what they can do with the land as it is part of the designated village green. A proposal was carried that the Chairman of the Patient Reference Group send a letter to the Parish Council and East Sussex County Council to put pressure on them to find a solution.

Date of Next Meeting – to be confirmed