**Minutes of meeting of Patient Reference Group**

**Held on Saturday 4th October 2014 at Ashdown Forest Health Centre**

Apologies:

There were no apologies of absence.

In attendance:

8 members were in attendance.

Andrew Cornell, Practice Manager.

Minutes:

Minutes of the meeting held on 7th June 2014 were read and approved.

Matters arising:

AC reported that there was no further information about Saturday opening. He said that there is never a telephone manned during Saturday surgeries but there is a central point of information so that appointments can be made in advance. CB will look into the possibility of it being possible for blood samples to be transported to Maidstone on a Saturday. Other Saturday clinics are specifically for diabetes and minor surgery.

**Communication between patients and GPs** was discussed and it was suggested that patients should be able to send emails directly to their GP. It was thought that confidentiality could not be guaranteed and AC said that the GPs definitely do not and would never agree to this. Written messages to GPs and handed in to the receptionists will always reach the appropriate GP and its contents recorded on the patients notes. Messages can also be sent using the address [hwccg.afhc@nhs.net](mailto:hwccg.afhc@nhs.net)

**Medical Facility Centre**

Use of the Queen Victoria Hospital: AC said that our primary care facility should be at East Grinstead. If this were to be the case there would be 8am-8pm opening 7 days a week and would include GP facilities out of hours. AC will discuss this with the CCG.

AOB:

AC reported that we do not have to carry out a survey this year but in December there will be a short questionnaire which it is obligatory to complete. Q1 will be “would you recommend Ashdown Forest Health Centre to your family and friends?” There has to be one other question. NC suggested a score out of 10. This will be considered.

It was generally thought that it would be a good idea to recruit some younger patients as members of the PRG. AC will try to contact some in the under 40 age range.

The attitude of one member of the pharmacy team was discussed.

Date of next meeting:

Saturday 21st February at 11am.