

**Ashdown Forest Health Centre
Patient Participation Group Meeting
Wednesday 6 December 2023**

Present: John Durrant (Chair) (JD)
Nigel Carpenter (NC)
Derek Hughes (DH)
Andrew Cornell (ATC)
Rakesh Patel (RP)
Oliviya Doos (OD)
Gill Williams (GW)

1. Apologies for absence were received from Brenda Le Seelleur
2. The minutes of the last meeting on 5 August 2023 were accepted as a true record with no matters arising.
3. PPG Membership – The group is still struggling to attract new members and ATC put forward the suggestion of raising awareness of the group and appealing for new (younger) members on Forest Row Facebook page in January to see if that generates any interest?
4. High Weald PPG – the group has been very quiet recently. Richard Hallett (Chair) advised that he has been involved in the Health Watch/Primary Care Project Group and plans to hold a forum once the report has been published in early 2024.
5. Health Care/Staffing Update – ATC provided an update explaining that the flu clinics were once again very successful this year. They ran slightly differently in that patients were able to pre-book their appointment therefore spreading out the attendance throughout the session.

Car Park – no update on the repainting of the lines. The surgery decided to install a telescopic post to prevent the public parking on site in the evening. This is locked each weekday evening at 18.30pm (even on days when surgery is open late) and reopened each morning by our caretaker. We have approached the Parish Council to see if they will reinstall the concrete bollards that were at each side of the car park to prevent drivers driving around the post and still parking.

The lighting in the rear staff car park is still awaiting to be fixed by NHS Property Services.

The front door was recently changed as this had been broken, however the fitters rewired the automatic door opening incorrectly so that is still awaiting urgent repair.

ATC advised that both he and Rakesh Patel became Partners in the business with effect from 1 October 2023. No other staffing updates.

Patient registrations are currently at 10,100, which is up slightly but as we are not at capacity, not a cause for concern. We are still attracting lots of patients from the edges of our boundary, such as West Hoathly, Sharpthorne and Ashurst Wood. ATC advised that the Modality Group had applied to the ICB to close their boundaries, however this was rejected and their registrations remain open.

6. ATC advised that Ashdown Medical Services took over the running of the Community Pharmacy (Lloyds) in Forest Row on 14 August 2023. The pharmacy has now become more streamlined and is fully stocked. General feedback has been good and due to the collaboration between the surgery and AMS, prescription requests are being turned around very quickly and efficiently. They turn around on average 700/800 items per day. They are currently recruiting for extra staff and eventually plan to start providing extra services such as BP services, flu/covid vaccines and offer contraceptive advice. In February 2024 a new service called Pharmacy First will be launched nationally and we hope AMS will be able to offer consultations to treat minor ailments such as UTI, ear problems, sore throats etc.
7. Any Other Business – none
8. Date of next meeting – it was agreed to trial one more evening meeting on a weekday and the next date has been set for 17 April 2024 at 17.30 pm.