**ASHDOWN FOREST HEALTH CENTRE – PRG GROUP**

**Minutes of the meeting held on Saturday 8th October 2016 at 11.00**

**at the Ashdown Forest Health Centre**

**Present**

John Durrant– Chairman

Sally Payne

Georgina Rolls

Marc Lillie

Brenda Leseelleur

Frances Potter

Jacqueline Dickson

Nigel Carpenter

Chris Barham

1. **Apologies for absence.**

Andrew Cornell, Tim Sparrow and Roger East

1. **Minutes of meeting held on Saturday 7th May 2016**

Approved

1. **Matters Arising:**

Website – Consideration to be given to enable Telephone Appointments to be available to book on line. SP explained that it may be best that these appointments are booked via a member of the reception team to ensure they are appropriate for a telephone appointment.

It was requested that a message be put up on the website to advise the availability of the capacity for booking on-line, the number of appointments that can be booked per patient and how often the website capacity is updated.

Telephone-Appointments – It was asked if these could be made for specific times. **SP will raise at the next partners meeting and will feedback at the next PRG meeting.**

1. **CQC Report -update.**

The practice has now achieved “Good” rating following a re-inspection in September.

1. **CCG Report.**

No new information

1. **Practice update for information to PRG.**

There was some discussion about the recent announcement that SECAM was put in to special measures by the CQC. ATC & SP are not aware if this has not impacted on any of the patients.

1. **Any Other Business.**

Flu- Vaccines - BL advised that she had received a flyer from the local chemist inviting her to have a Flu Vaccine - This is a new initiative provided by the CCG to help increase the number of eligible patients having their vaccine. Patients can choose where they wish to have their vaccine. The Saturday morning Flu Clinics are proving to be very popular with both patients and staff, and are very likely to continue for years to come.

De-Registering of patients – A patient asked if his wife is likely to be de-registered from the surgery following the recent announcement that patients who had not been seen for 3 years would be deducted from GP’s list. SP explained the “FP69” process. The practice does investigate each FP69 request thoroughly and advises the PCSE (Primary Care Support England) if the patient is still active on their list.

Dispensary – The PRG extended their congratulations and gratitude to the Dispensary Team for the excellent service provided by the team.

Detailed Coded Records – There was some discussion around the future developments of this service. A member of the group found the access to his records very useful, despite finding 1 error, (which was quickly resolved). It was requested that correspondence be made available for all users. SP explained this was likely to be happing in the 2017 phase of the service.

Research Engagement Award – BL provided the group with an email that she had received inviting the group/practice to take part. **SP will take back to ATC and update the group at the next meeting.**

1. **Dates of next meeting.**

Saturday 18th February 2017 \*

Saturday 17th June 2017\*

\*The group have requested a partner to attend the meetings.