**MINUTES OF MEETING OF PATIENT REFERENCE GROUP**

**HELD ON 21st February 2015**

**AT ASHDOWN FOREST HEALTH CENTRE**

**APOLOGIES**

Three apologies for absence had been received.

IN ATTENDANCE

Frances Potter – Deputy Chairman

Brenda Leseelleur

Marie Lillie

Eleanor Dale

Roger East

Chris Barham

Tim Sparrow

Georgina Rolls

Simon Crozier-Meares

Teri Hawksworth

Andrew Cornell, Practice Manager

Sally Payne, Patient Services/Deputy Manager

**MINUTES -**

The minutes of the meeting held on 4th October 2014 were read and approved.

**MATTERS ARISING –**

* **Web site update**

Chris Barham has agreed to review the practice web site and submit recommendations to Andrew in order that they can be applied. The PRG group agreed that the web site needs updating.

**AOB -**

* **Repeat letters regarding annual checks**

Andrew advised the group on the Qof recall process used for this year after a PRG member queried the need for 3 letters being sent to patients. Andrew explained the process and the need for 3 recall letters to be sent. The PRG approved this process and happy to continue 2015/16 as it means ALL patients on a chronic disease register were being contacted 3 times throughout the year and their condition is monitored.

* **Surgery view on Flu jabs following recent press comment**

No comment was made.

* **Community Bus Partnership**

CBP was discussed at length. It was felt that the service would overlap with Ashdown Community Car Service already in use for residents of East Grinstead. ATC feels ABP service may be being funded by local practices he will investigate further and report back at the next meeting.

* **CCG**

SCM announced he is unable to continue attending the CCG meetings. He feels it is important to have representation at the meetings and asked for a volunteer. After considerable discussion it was agreed that ATC will contact JH and ask her to send any relevant minutes/hand-outs from meetings to him. ATC will share via email with the group.

* **PRG Meeting**

The group have requested a partner to attend future PRG meetings.

* **MSK Pathway**

A patient shared their recent experience of the pathway. ATC explained how the new service worked. After considerable discussion it was agreed that the practice will give patients the phone number for the hub. This will encourage the patient to contact the hub directly if they have not received an appointment after a few days.

* **Agenda items/Meeting date time**

ATC to speak to JD to ask him to email out to members to ask for agenda items at least a week prior to the meeting. Request from group to add time of meeting to the agenda.

* **Wi-fi**

The PRG have requested WIFI access. ATC informed the group that Wi-fi is due to be available at the practice, the exact date is not known.

* **ATMR**

Electronic ATMR is due to go live by 31.3.15 – ATC to investigate

* **Car Park**

Lindsay Ransome to be asked for an update.

* **Test results**

The group felt that the practice needs to highlight the need for patients to contact the surgery following BT results. Andrew reiterated that it does become patient’s responsibility to obtain results but any abnormal results are always communicated by the practice. The PRG asked for a notice to be done to advise patients to contact the practice for results of any tests. -

Date of next meeting – Saturday 6th June at 11am.

The meeting closed at 13.05