

**Ashdown Forest Health Centre
Patient Participation Group Meeting
Wednesday 17 April 2024**

Present: John Durrant (Chair) (JD)
Nigel Carpenter (NC)
Derek Hughes (DH)
Georgina Rolls (GR)
Jenny Virtue (JV)
Andrew Cornell (ATC)
Rakesh Patel (RP)
Gill Williams (GW)

1. Apologies for absence were received from Brenda Le Seilleur
2. John Durrant volunteered to continue as Chair and this was unanimously approved. It was also felt that there wasn't a current need for a Vice Chair and this appointment was put on a temporary hold.
3. The minutes of the last meeting on 6 December 2023 were accepted as a true record with the following updates:
 - PPG membership – the Facebook appeal hadn't been actioned and ATC and NC to liaise to put an article on a Forest Row Community page. (Now actioned)
 - Car Park issues are still ongoing with no updates from either the Parish Council or NHS Property Services. A post had now been installed to prevent out of hours parking. No update regarding the Parish Council installing extra concrete bollards to prevent small cars accessing the carpark when post in place.
 - The lighting in the rear staff car park has now been fixed.
 - Our patient registrations have increased to approximately 10,500, up from 10,100, which we are currently monitoring to ensure that this increase doesn't impact on our patient care
4. High Weald PPG haven't held any meetings recently, however JD said he was still happy to continue to represent the surgery when the next meeting is arranged.
5. Health Centre/Staffing Update:
 - Dr Steven Miller has now stepped down from the role of Senior Partner, with Dr Richard Baxter taking up this post. Dr Miller will still continue to practice on reduced hours, one day a week at Ashdown Forest Surgery and another at

Woodhill Surgery. It will be formally announced to patients when he finally retires altogether.

- Dr Stephen Fletcher, who previously worked at Ashdown Forest as a locum, will now hold two sessions a week on a Monday. Dr Catriona MacIver has moved to Woodhill Surgery and no longer oversees our Brooklands patients, with Dr Baxter now taking over their regular care. Full details of the rota changes have now been published on our website.
- Hannah Tweed, one of our Physician Associates, is currently on maternity leave and plans to return to work in June.
- We currently have two new registrars on placement with us from April to August; one under the supervision of Dr Baseley and the other with Dr Naineni.
- Still no resolution of the ongoing rent issues with NHS Property Services.
- It was decided that Mr Patel should now have a clinical room and to accommodate this we moved our Pill Room upstairs to the empty office within the old health visitor's suite. However Property Services have now asked us to vacate this room as this area is not included in our rental agreement. This has meant that we will have to turn an area within our records room into a new Pill Room downstairs.
- We have now had a new NHS directive advising that we must provide a call-back facility for patients when they are contacting the surgery via telephone. This will ensure that their place is kept in a queue and avoid holding on and reception will return their call. This service will commence at the end of May.
- The surgery will be closed for training on the afternoon of 23 April.
- ATC advised that on certain days we have had to restrict our appointments to urgent, acute appointments only. This has been caused by a shortage of clinicians due to sickness and pre-booked annual leave plus a lack of locum availability. This is a decision that is never taken lightly and we do try to avoid at all costs. We are currently looking at other ways to increase our availability by exploring a triage option and also offering more online booking appointments. We already offer the option for patients to pre-book into certain clinics when responding to a dedicated booking link and we could look to expand this option further.

6. Any Other Business:

- It was asked that the phone message could be amended to miss out the sentence that 'we welcome good or bad feedback' as this had negative connotations.
- The wording regarding the resulting of test results was misleading on the website – GW to review and amend.

7. Date of next meeting – it was agreed that mid-week evening meetings worked well for the majority of members and to continue this rather a Saturday morning. Date of next meeting 23 October 2024 at 17.30 pm.