

**Woodhill Surgery**  
**Patient Reference Group Meeting**

**Tuesday 21 June 2022 10.30 via Zoom**

**Present:** Andrew Cornell, Practice Manager – ATC  
Gill Williams, Patient Services Manager – GW  
David Miles – DM  
Brian O’Connor – BO  
Gill Weavers – GLW  
Shirley Holland – SH  
Jeanette Hore – JH

**Apologies:** Lucy Jervis (MAYFACS)

**Welcome:** Andrew welcomed those in attendance to the meeting.

**Conflict of Interest:** No conflicts of interest were tabled.

**Matters arising from previous minutes:**

**PRG Membership:** Next review of the PRG membership is not due until the end of the year. SH advised that she had contacted two females, under 50, who expressed an interest in joining the group. She will check they are patients at the surgery and, if so, pass their details to GW. There were no objections from the group to them joining.

**Waiting Room:** This has now been reopened to patients to use and a review will be kept on the numbers using the room at any one time to avoid overcrowding. The self-check-in facility has now been reinstated and the electronic door lock has now been disabled to allow easier patient access.

**Appointments:** ATC advised that a meeting is scheduled with the Partners next week to review the current appointment system with a view to increasing the number of face to face appointments. We currently operate a telephone triage system first and then, if necessary, the GP will arrange for the patient to come in for a face to face consultation. Overall it was felt that this telephone triage system has worked. He advised that although we are contracted to offer appointments on-line, this still posed problems as we have no way of controlling patients attending if they are suffering from covid systems. At present we are able to arrange for those patients to either visit at the end of the day or to wait outside. GLW stated that it would be helpful to be able to make non-urgent appointments in advance rather than an on the day appointment only. ATC advised that whatever changes were made would be kept under review and amended as appropriate.

**New Telephone System:** A new telephone system has been installed since the last meeting and it was noted that it was helpful to be able to find out what place you were in the queue,

although it was commented that there were too many messages played whilst waiting and could be tedious on occasions.

### **ARRS Roles:**

ATC advised that we have been able to recruit two new roles to expand our care team.

A Patient Care Coordinator has been appointed and her role will be to coordinate with patients/carers and other healthcare professionals to offer a more joined up package of ongoing care.

We have also appointed Hannah Tweed as a Physician Associate at the surgery. She will work alongside the GPs and be able to treat problems such as ear/throat infections, UTI's etc. Whilst she won't be able to prescribe she will be fully supervised by the Duty Doctor on the day and will undertake chronic disease reviews and generally take on some of the GPs routine workload, freeing up their time for more patient care. Although this is a new role at Woodhill Surgery, we have had PA's training at our Forest Row surgery for some years and it is not new to our GPs.

Staffing – no changes.

### **Development:**

GLW advised that the Parish Council were pleased to report that the development plans were progressing positively and they were now closer to submitting planning permission and hoping to appoint contractors and have an estimated completion date in sight soon.

ATC advised that he had received over 200 emails of support for the development and the few he had received against the plans were not patients at the surgery. He reported that a District Valuer had been appointed by High Weald CCG.

ATC wanted to express thanks on behalf of himself and the Partners for the tireless work, support and encouragement by Gill Weavers in her past role of Chairperson of the Parish Council in helping to get the development to this stage.

GLW responded by also thanking ATC for his very positive response at the recent public meeting and also for the newsletter article, which went some way to outline the seriousness of the project and help to garner support within the community.

**MAYFACS** – nothing to report

**CCG/PRG** – nothing to report

**Newsletter** – JH advised that a couple of people had responded to the open letter in the newsletter from ATC.

