**Ashdown Forest Health Centre**

**Patient Reference Group Meeting**

**Saturday 6 October 2018**

Present: Andrew Cornell

Gill Williams

Brenda Leseelleur

Chris Barham

Marc Lillie

Frances Potter

Nigel Carpenter

Roger East

Derek Hughes

Dr Richard Baxter

1. Apologies for absence were received from Georgina Rolls, John Durrant, Camille Griffin
2. Previous minutes agreed.
3. Matters arising:

* ATC confirmed that an explanation had been added to the website outlining the appointment system. At present no details have been added with regards to the Clinical Pharmacist and this will be updated once he becomes an Independent Prescriber.
* Only one feedback form had been received regarding hooks on the back of toilet doors and this has been passed to the NHS Property Services for action.
* Wi-Fi in waiting room. ATC advised that the router has now been installed and is due to be switched on in the very near future. A time limit will be set (to surgery opening hours) to discourage users outside using the public wi-fi.
* GDPR – members were given a confidentiality agreement together with a direct care privacy notice to sign to confirm they are happy for their names to be published in the minutes and posted on the Practice website. (GW to ensure non-attendees are given an agreement at the next meeting.)
* Car Park –NHS Property Services and the Parish Council are still in discussion concerning the widening of the car park and at present the current signage can remain in place until a decision is reached regarding access.

1. CCG – No report as no PRG members attended. ATC invited members to consider attending CCG meetings to represent the Practice.
2. Practice Update

At present the staffing levels amongst the clinical staff is good with only one part time vacancy remaining. We currently have a new registrar working with Dr Baseley together with new medical students and a Physicians Associate attached to the practice during the new academic year.

Blood pressure machine now in place and patients are using on a regular basis. The results are recorded in patients’ notes using a protocol issued by the GPs.

Pauline Simpson, who has been a receptionist with us for thirty years, will be retiring at the end of the year and thanks were recorded for all her hard work. We are currently recruiting for her replacement.

Text messages have been sent to eligible patients this year informing them of the flu clinics and advising them to make an appointment. If a patient replies and declines the offer of a flu vaccine this is then entered straight onto their notes to prevent further reminders being sent.

1. AOB

* A member asked a question regarding the length of appointments. ATC advised that we run 10-minute appointments (with the exception of the registrar who has 15 minutes). If a GP feels a longer appointment is necessary then a double appointment is booked. The self-check in now advises how many people are in front of you waiting to see a GP. As a practice, our DNA appointments are very low and that could be due to our new Iplato text system.
* A member asked a question regarding the staffing levels of our nursing staff. ATC advised that we are fully staffed in the nursing department and are now looking to embark on a nurse mentorship programme in the near future.
* A member asked if the notice regarding the sign regarding mobile phones can be removed or amended.

7. Date of next meeting – not set at this meeting but members will be advised following consultation with John Durrant.