

**Ashdown Forest Health Centre
Patient Participation Group Meeting
Saturday 5 August 2023**

Present: John Durrant (Chair) (JD)
Andrew Cornell (ATC)
Gill Williams (GW)
Nigel Carpenter (NC)
Brenda Le Seilleur (BL)
Derek Hughes (DH)
Georgina Rolls (GR)

1. Apologies for absence were received from Tim Sparrow
2. The minutes of the last meeting on 18 February 2023 were accepted as a true record with no matters arising, however the following updates were given:
 - 2.1 Community diagnostics is working well and the GPs are utilising this service
 - 2.2 Prescription requests can be received either via SystemOne Online or to our new email address.
3. PPG Membership – no new members have been recruited as yet and it was queried whether the group shall be called the Patient Reference Group or Patient Participation Group. It was decided to name the meeting the PPG going forwards.
4. ATC outlined the new NHS contract that came into force from May whereby we must take steps to ensure that a patient who contacts us is provided with an appropriate response, whether it is an appointment, redirected to a Pharmacy, asked to contact NHS 111, complete an eConsult etc. We do offer pre-bookable appointment slots online, however this is closely monitored depending on staffing availability and to ensure they are used by patients appropriately. Our Saturday extended hours slots are run on a PCN level whereby we offer slots on a Saturday morning in rotation with other surgeries then the afternoon appointments are passed to an out of hours service.

ATC also outlined the scope of receptionists when triaging appointments and highlighted that it is only so patients can be redirected down the correct pathway and also to alert the GP to the reason for the appointment e.g. a telephone appointment for an ear infection may be changed at the GPs request to a face to face appointment once they have seen the booking.
5. On Monday 14th August the ownership of Lloyds Pharmacy will change to Ashdown Medical Services.
6. DH raised the question whether people not turning up for appointments caused the surgery problems but this isn't seen as a major issue for us.

7. High Weald PPG Forum: The minutes of the last meeting were circulated. The meetings are currently held on line but they are now looking to move to face to face meetings in the Crowborough area. Unfortunately the Chair has been ill therefore the group has been relatively quiet lately.

8. ATC Practice Update
 - 8.1 Following on from the success of Physician Associate, Hannah Tweed, we have now recruited another PA, Oliviya Doos, who is starting on Monday 7th August. As well as routine PA duties, Oliviya will complement Hannah by focusing on non-NHS medical reports etc whereby Hannah focuses on mental health, dementia review etc.
 - 8.2 Rakesh Patel, our Clinical Pharmacist, has recently passed his Diabetes Diploma therefore is now able to undertake diabetes reviews by telephone. This will free up more appointments for the GPs who currently carry out these reviews.
 - 8.3 We have two new Registrars who have just started with us, Dr Elshiek and Dr Kincius.
 - 8.4 The Partners, with the exception of Dr Fyfe, still continue to spend one day a week at our other surgery at Mayfield. Plans for the development of a new surgery in Mayfield are well underway, and building is anticipated to commence soon.
 - 8.5 The replacement of the surgery windows have now been completed.
 - 8.6 The payment of our service charge is still ongoing and no closer to a resolution.
 - 8.7 Flu Clinics will be held at the Community Centre in Forest Row again this year. The eligibility of the vaccine has changed this year and is now only available for Over 65s and those under 65 who are at risk only. Patients will be advised of the clinics by text message, which will also give them the opportunity to reply to book the appointments via text. Those patients who do not have a mobile phone will receive written invitations.
 - 8.8 A question was asked regarding Covid, as cases seem to be on the rise again, however we are just treating it as a bad cold and patients and staff are no longer required to test. Patients who are suffering from respiratory conditions and have an appointment with Dr Fyfe are asked to wear a mask at her request.
 - 8.9 No update on car park. We have asked NHSPS to repaint the car park lines, however we have been advised there is no funding available for this at present. We have also flagged to NHSPS concerns expressed by our cleaners working late in the evening about their safety due to people congregating in the car park in the dark, however they have advised they will just monitor the situation
 - 8.10 Friends and Family responses. Patients are invited to respond to a simple survey commenting on the service they received at the surgery. Copies of the responses received from the last two months were circulated.

- 8.11 DH asked about our patient numbers, which is currently around 9,500, as patients in his village are wishing to move from the Crawley Down (Modality) Group and come to Ashdown Forest Health Centre due to poor service levels. Our surgery boundaries are set by the ICB and details of the boundaries can be found on our website. The only exception to accepting patients outside our current boundary is if a family member is already registered with us.

Date of next meeting: Saturday December 2nd at 11am at the Surgery.