**Ashdown Forest Health Centre**

**Patient Reference Group Meeting**

**Saturday 23 February 2019**

Present: John Durrant (Chair)

Andrew Cornell

Gill Williams

Tim Sparrow

Roger East

Georgina Rolls

Marc Lillie

Derek Hughes

Chris Barham

Gwen Pritchitt (Representing Parish Council)

1. Apologies for absence were received from David Watson, Nigel Carpenter and Eva Davies.
2. Previous minutes agreed.
3. Matters arising:

* The Clinical Pharmacist role will be added to the website once he has completed his independent prescriber course later this year. Our CP has started running his own hypertension and anticoagulant clinics and this is already proving effective in freeing up GP’s time and helping to reduce costs.
* A new wi-fi router has been ordered
* No update on car park and it was agreed to remove from the agenda until further information has been received from either the Parish Council or NHS Property Services.
* A student nurse will be placed with the Practice from April for six weeks.
* Mobile phone notice has been replaced and all signage will be reviewed.

1. David Watson who has recently joined the group has agreed to be the representative to the CCG. His report is attached regarding the proposed implementation of online consultations and Stroke emergency services.
2. Practice Update:

* ATC outlined the proposed integrated care model, which has been outsourced to HERE and is due to go live very soon. This will be based at Uckfield Hospital where reception will have access to the remote booking system and be able to book patients into the clinic at Uckfield between 6.30 pm to 8.00pm Monday to Friday and four hours on a weekend.
* Dr Kakarla has now left the practice.
* One of the receptionists will be retiring from the Practice after 30 years
* We now have a new paperless connection to QVH X-ray through our pathology link, ICE, where the results are sent straight back electronically to the GPs.

1. Any other business:

* ATC outlined the appointment system and the way reception ensure patients are directed down the correct pathway to maintain an efficient use of our system.
* A question was asked about the efficiency of the BP machine and if it was used? ATC stressed that it is used by patients and we do follow an approved protocol
* Parish Council are enquiring whether a medical hire service would be of benefit, however it was pointed out that there are other providers out there who offer this service to the community.
* Parish Council would like to link in to offer a social prescribing service. The practice does have a Care Navigator, commissioned through Age UK, and GP refer patients to her who may need additional social care. GW to pass her details to the Parish Council

7. Date of next meeting Saturday 8th June at 11.00 am where an agenda item is to be the implementation of a new patient survey