Ashdown Forest Health Centre

Patient Reference Group Meeting

Saturday 17th June 2017

Present at the meeting

Andrew Cornell

Dr Baxter

Sally Payne

John Durrant

Frances Potter

Chris Barham

Brenda Leseelleur

Derek Hughes

Nigel Carpenter

Roger East

Tim Sparrow

Camille Griffin

\*\* ATC obtained consent from new members to publish the minutes with their names on\*\*

1. Apologies for absence – Michael Virtue, Jacqueline & Michael Dickson
2. Previous minutes agreed
3. Matters arising – Telephone appointments – Description to SystmOne online. ATC showed the group a screen shot of the information displayed on the system.
4. CCG Report - Nothing to report.
5. Practice update for information to PRG.

Staff changes

Full time receptionist left in April and has been replaced by two part time ladies.

Practice nurse to go on maternity leave from Mid-August – ATC looking at locum cover for the year.

Dr MacDonald returning from maternity leave at the end of August.

Dr Wooley coming to the end of his rotation and new registrar due to start in August. Practice is trying to recruit a Salaried GP for 6 sessions to help cope with increasing demand.

Extended hours

ATC requested approval from the group to continue the extended hours by running alternate Saturday morning clinics with a GP and Practice Nurse in attendance. Approval was given by the group as they felt this was a valuable option.

Flu Clinics

Flu clinics will be held on Saturday again this year.

1. Any Other Business

Question from patient – How are appointments distributed between on-line and practice booking system? ATC explained just a small number are made available to book on line from 6am on the same day. ATC reviews the appointments on a regular basis to ensure adequate numbers of slots are available to booking on line.

Car park – Still no update on the car park situation

Waiting room TV – A patient commented that the timings on the TV are very fast and patients are unable to read the practice information. *ATC has contact the TV Company to request a change to the timings.*

Question from patient – Are users able to use SystmOne on-line from outside of Europe to order medications? ATC to enquire and feedback to the group at the next meeting. *SP enquired via the S1 forum and it would appear from responses that it cannot be used outside of the UK.*

Wi-Fi – Request from patient for Wi-Fi-Fi to be made available for patients. ATC replied – Very unlikely as only has request from 1 patient, however there are several requests from other patients to ask patients in the waiting room to refrain from using their mobile devices.

Question from patient – How is GP Registrar/Student training going at the practice? ATC happy to report all going very well. The practice has a registrar placement booked for the next 2 years, as well as taking 4th & 5th Students. The feedback from the recipients is always very positive. Dr Baseley has recently been appointed a Fellow of the Royal College of General Practice.

Question from patient – Would it be possible to invite patients to ask any questions of the group prior to the next meeting? After some discussion it was agreed that ATC would bring any complaints/feedback to the next PRG meeting.

Donation of benches – ATC informed the group that a patient is looking to donate a couple of bespoke benches for the patients to use at the front of the building. ATC suggested it might be nice for the group to formally write and thank the patient once they are delivered.

1. Date of next meeting – October 7th 2017