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

**Wednesday 27 June 2024 via Zoom**

**Present:**

* Andrew Cornell, Practice Manager (ATC)
* Gill Williams, Patient Services Manager (GWill)
* Shirley Holland (SH)
* Lucy Jervis (MAYFACS) (LJ)
* Victoria Clarke (VC)
* Lizzie Young (LY)
* Gill Weavers (GW)
* Jeanette Hore (JH)
* Brian O’Connor (BO)

**Apologies:**

* David Miles

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

**Matters arising from previous minutes:**

* **ARRS Roles:** These roles are continuing successfully, with both the Care Coordinator and First Contact Physiotherapist clinics proving popular with patients. We no longer have Physicians Associates working with us.
* **New Patient Registrations:** New patient registrations have now reopened following the temporary list closure. However, the boundaries have changed slightly and have been reduced to the east. The current list size is approximately 3,500, an increase of about 1,000 patients from when the surgery was taken over in 2013.
* **Extended Hours Clinics:** These clinics on Thursdays and some Saturdays are still popular and continue to be booked up in advance.
* **Defibrillator:** A new one has now been installed in the village. There is a surplus of funds after the purchase, and it was suggested that an additional one could be placed in the Community Hall once completed.

**Practice Update:**

ATC advised that there has been a change in the Partnership of Ashdown Medical Group, with himself and Rakesh Patel, Clinical Pharmacist, now joining the partnership. Dr Steven Miller retired from the partnership on 1 April 2024 but remains as a salaried GP on a part-time basis, working at Woodhill Surgery on Fridays. Dr MacIver is now employed to work on Tuesdays and Thursdays, and Dr Stephen Fletcher has joined as a salaried GP working on Wednesdays and Fridays.

The only other staffing change is that one of the receptionists has left, but this role has now been filled.

**Telephone System:** NHS England advised that all surgeries must provide a call-back facility for patients to avoid waiting in lengthy phone queues. This is implemented when there are more than three people in the telephone queue and so far is working well for the patients who opt to use this.

**Development:** ATC advised that our plans have had to be redesigned due to cost implications. The solicitors have now agreed on the Heads of Terms, and we are hopeful that work will commence by the end of the year.

GW advised that she, BO, and LJ are trustees of the Community Hall and have been kept up to date with that side of the development. An Information Day has been arranged for Saturday, 7 July, for Mayfield residents to enable them to see the amended proposal and keep them informed of progress.

ATC advised that with the increase in the size of the new surgery, there will be an increase in running costs, plus there will need to be additional costs to fit out the surgery with the extra equipment that will be required. He advised the meeting that fundraising ideas or sponsorship will need to be explored once building work commences and asked if the PRG would assist? LJ advised that she would look to see if there are any grants that may be available to the surgery. MediTech is also to be approached to see if they are able to provide any support. GW has kindly offered to lead/head up the fundraising team, ATC gratefully accepted.

**MAYFACS:**

LJ advised they are seeing an increase in social care requests, especially those who are not yet needing full-time carers but do need additional support, including befriending support. MAYFACS have produced guidelines for volunteers and family members outlining their remit. They provide ongoing dementia support, with details on their website signposting to organisations for referrals and information brochures. They have one year of funding to provide a bus for villagers to attend the Dementia Café held in Crowborough on Thursdays and now have a volunteer to act as a chaperone. They have also received funding to provide extra dementia training for 24 people in the form of two half-day sessions to be held in September and October.

They now run two additional groups: an art group held in the community shed once a month and a Youth Support Group for secondary age children to enable them to meet together and connect, with details on their website. They now have a new bookkeeper as they are in the last year of lottery funding but still have core costs, rent, and salaries to cover.

It was agreed to put a MAYFACS link on the surgery's website.

A flu clinic at Five Ashes Village Hall has been booked for Saturday, 17 October. MAYFACS advised they will try to provide minibus transport for patients who would otherwise struggle to attend.

Thanks were expressed to Andrew and the Woodhill team for heading up a great surgery.

**Date of next meeting:** To be advised by ATC as soon as possible.