

**Ashdown Forest Health Centre
Patient Participation Group Meeting
Wednesday 9th April 2025**

Present: John Durrant (Chair) (JD)
Nigel Carpenter (NC)
Georgina Rolls (GR)
Jenny Virtue (JV)
Chris Barham (CB)
Andrew Cornell (ATC)
Rakesh Patel (RP)

- **Apologies for absence** were received from Derek Hughes and Gillian Williams (ATC advised that F Potter will not be returning to the PPG Group. Those present wished to minute our thanks to Frances for her input over the past 10+ years)
- **Election of Chair.** JD stated he was happy to continue as chair. CB nominated and ATC seconded, all those present voted unanimously in agreement.
- **The minutes** of the last meeting on 24 October 2024 were accepted as a true record with the following update:
- PPG membership – NC has spoken to members of the Parish Council and they advise they need to speak with ATC in order to assist. ATC advised that he has not been contacted. It was agreed that ATC will remove PPG members who do not attend the meetings and create a Facebook post to encourage new members to the group, advising that meetings can be attended virtually or face to face. ATC will liaise with FRPC.
- **High Weald PPG representation** – JD happy to attend on behalf of Ashdown Forest Health centre – all agreed
- **High Weald PPG report** – JD updated those present on matters being discussed at HWPPG:
 1. What is a PPG (see attached appendix A)
 2. PPG & Data protection (see attached appendix B)

HWPPG also discussed underperforming practice where it would seem 15.7% of surgeries are under performing. It would seem this is data taken from CQC reports. JD advised that Ashdown Medical Group did not form part of the 15.7%.

Health Centre/Staffing Update:

- ATC advised that the historic dispute dating back to 2017 with NHS Property Services has been settled and cleared.
- Car park issues are still outstanding – Update: repairs to take place on 12 April 2025
- Call back – Those present wished to minute that the call back functionality is working well.
- Flu Season – ATC advised that the practice still made a loss on the purchase of vaccines for 2024/2025 and the order for 2025/2026 has been reduced. The cohort for 2025/2026 eligibility has changed so the practice is not envisaging the same level of financial loss.
- Blood Tests – ATC advised that there has not been a significant issue refusing to undertake consultant blood tests, in fact it has significantly improved BT appointments for our patients.
- ATC advised that making more online appointments available is work in progress and ongoing work.

Any Other Business:

- GR shared her experience with eConsult and stated the service this gave was excellent, she wished to praise this level of service
- All those listed as attending have approved for their names to be shown in the minutes.
- All those listed as attending are aware that their names and emails will be shared with fellow PPG members ONLY
- Compliment form – ATC distributed the revised “compliment” form for approval. ATC explained that this is a new requirement and needs to be separate from the “complaints” process. Those present approved the revised form but ask if it could be re-named “Compliment & Feedback Form” and to also make it available on the practice website.
- QVH Community Diagnosis Centre - CB advised that the planning for the CDC at QVH has been submitted to WSCC and it is hoped this project could be up and running by the end of 2025 – details on CDC below:

Community Diagnostic Centres (CDCs) are facilities, often located outside of hospitals, that provide patients with access to a range of diagnostic tests and scans, aiming to improve access to care and reduce waiting times.

4. Date of next meeting to be held at the surgery on Wednesday 13th August 2025 at 5pm