**MINUTES OF MEETING OF PATIENT REFERENCE GROUP**

**HELD ON 6th June 2015 at 11.00am,**

**AT ASHDOWN FOREST HEALTH CENTRE**

**APOLOGIES**

There were 6 apologies for absence received.

**IN ATTENDANCE**

John Durrant - Chairman

Nigel Carpenter

Brenda Leseelleur

Marc Lillie

Ann Dale

Roger East

Tim Sparrow

Sally Payne, Patient Services/Deputy Manager

**1. CARE FOR THE CARERS**

**PRESENTATION BY PAULA WESTCAR**

Paula introduced the work of the Charity *Care for the Carers*. The Charity is financed by ESCC and currently funds a monthly clinic in Forest Row. She is keen to link more closely to the practice. Current data suggest 17 carers are registered patients but there are probably more carers and Practice is working with Paula to identify any others. They can receive help through the charity and registered carers are eligible for respite care grants up to £500 per year.

**2. MINUTES**

The minutes of the meeting held on 21st February 2015 were approved. A check should be made to ensure all PRG members are on e-mail to receive minutes etc, those not will have to have hard copies sent. **ACTION Practice**

**3. MATTERS ARISING**

* **Web site update** Expected shortly
* **Community Bus Partnership** Followed up but not practible
* **WiFi** Hoped for by end summer. Hoped that patient use of mobiles within the practice is kept to essential calls.
* **ATMR** Access to Summary Records has been available for patients registered for on-line services, since 1st April 2015. Full access to records on line next spring. Currently access available for £10.00 fee plus £x per page 10p. Concern expressed about built in delay in getting **test results**. Explained that “emergency” results are available earlier and also doctors check all results and practice contacts patients if more rapid action is required.
* **Car Park** Continued but very slow progress.Contract and available land swap are thought to be ready but action still needed. PSG members expressed very serious concern at continued delay. **ACTION Practice to signal PRG serious concern to all relevant parties**

**4. CCG** Letters had been forwarded to PRG members. No further news.

**5. AOB**

* **Sharps.** Cannot now be returned via the surgery. Surgery will assist anyone who is having problems.
* **Update on Doctor changes**
* **Doctors** Dr Fyfe is on sick leave for 12 weeks, Dr Manyam will be covering during her absence. Dr Marr is due to finish in August and Dr Foweather in November.
* **Practice Nurses**  There is a national shortage on Practice Nurses, to this end the practice has found it very difficult to fill a vacancy since April this year. We are pleased to announce we have appointed an RGN who will start a yearlong training programme from 22nd June.
* **Reception Team** A member of the reception team has been on sick leave since December last year and is likely to be off for a further 3-6 months. We also have a vacancy, which is proving to be difficult to fill.
* **Phlebotomy –** The practice has a local phlebotomist who covers as and when required. She has recently undergone surgery so will be out of action for a while. This may impact of the level of phlebotomy appointments available. The practice is looking at other resources. Any patients requiring an urgent blood test will be seen at the practice.
* **Excess drugs.** These can be returned to any high street pharmacist e. g. Lloyds in Forest Row.
* **Doctor attend PRG meetings** Early meetings always had a doctor sitting in. PRG members feel this is important and valuable and greatly appreciated it. Members asked for a doctor (in rotation perhaps) to attend future meetings . **ACTION Practice**

**6. DATE OF NEXT MEETING** Saturday 12th September at 11am.

The meeting **closed** at 12.00