PPG Meeting Minutes 26.7.21

Present: Natalie, Christine, Sheila

Apologies: Sandra and Colin

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1. The telephone queuing system – it has been reported by some patients that after holding in the telephone queue for an amount of time, the phone line gets cut off. This is not something we have been aware of at the surgery so Natalie has Daisy (the telephone provider) looking into it.
2. Shingles Vaccine – we discussed the availability of the vaccine and Natalie confirmed that it is available and that clinicians look for opportunities to vaccinate those patients that are eligible. The age criteria is slightly more relaxed now than it was a few years ago – patients aged between 70 and 79 are eligible.
3. GP Survey – this year’s GP Survey results have been published. The response rate is small (147 out of 335 surveys sent out) but it is still a useful tool. Furnace Green Surgery achieved the highest level of overall satisfaction in Crawley.
4. Long COVID – Natalie explained that there is information available on the surgery website and on the internet regarding Long COVID.
5. AOB – Natalie explained that early signs are that the COVID Booster will be given by Saxonbrook Vaccination Centre, and that patients will be able to have the Flu Jab at the same time. The invitations and bookings are likely to be handled by the team there also. However, patients will be able to choose to have their flu jab here at the surgery or at the Pharmacy if they want to, but Furnace Green Surgery will still be unable to offer the COVID Booster.

Date of next meeting: TBA