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PPG Meeting Minutes 29.10.25

Attendees: NJ, JC, SM, SG, CG, JW

Apologies: HC

1. You and Your General Practice - This guide tells you what to expect from your general practice (GP) and how you can help them, so you get the best from the National Health Service (NHS). A link has to be included on the surgery website to meet contractual obligations. Key information is in regard to how/when patients can contact the surgery: our core hours are 0800-1830, we should be available between these hours face to face, by telephone and online. We discussed the challenges faced by Furnace Green and other surgeries of being available throughout core hours. We do not intend to make any changes to our opening hours at present.
2. Transformation works – previously discussed building work should be completed during November, there will inevitably be some disruption but we will keep it to a minimum.
3. Questions from Chris:
4. **How many hours do doctors work in a week/month or how many sessions do they work, how long is a session.** We have 4.5 full time equivalent GP's, on the basis that a full time GP works 9 sessions (half a day) per week.
5. **Do they work at other practices?** We have 4 Partners and 2 salaried GP's. They are free to engage in contracts outside of the surgery if they wish but are under no obligation to inform us of additional work.
6. **On a recent visit during the morning there was one doctor on duty, is this standard practice?** There is no set number of doctors on site on any given day aside from there always being a Duty Doctor. Annual leave, sickness and the attendance of training courses will affect the number of doctors on site at any 1 time.
7. **If this is standard practice, is this why it is so difficult so get a doctors appointment.** I would argue that it is not difficult to get a doctor's appointment – commonly the problem with booking an appointment is that patients find it difficult to see the doctor they would prefer at a time of their choosing. Unfortunately, patients need to appreciate the need to be flexible in order to get their health care needs met. We have an uncapped triage/duty doctor system so that any patient with an urgent problem can get advice from the surgery on the day when the problem is acute.
8. **Do you monitor how many referrals are made to the hospital following failure to take blood samples.** Yes, the number is recorded/monitored, and the number is usually less than 2% of the number of successful procedures. To give you some idea of numbers, last month we performed 288 phlebotomy procedures and were unsuccessful in obtaining a sample on 6 occasions.



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We discussed phlebotomy generally, and the fact that it is a Locally Commissioned Service.

9. Winter vaccines:
10. Flu – over 65's, care home residents, immunosuppressed, diabetes
11. COVID – changes each round but currently over 75's and immunosuppressed
12. The following are offered on an "evergreen" basis:
13. RSV – aged 75-70 and pregnant women
14. Shingles – aged 70-79, people who turned 65 after September 2023, adults over 50 with severely compromised immune systems. Now 2 jabs, 6 months apart. Some patients who had the single jab but have now become immunosuppressed are invited for another vaccine/
15. Pneumo - patients over 65 and some patients with particular medical conditions

We discussed how the stock of vaccines is managed and how the eligible cohorts are broken down for invitation to ensure that the most vulnerable, and those who would be unable to attend a Pharmacy for a vaccine, are contacted first

16. AOB – JC – asked what the GP responsibility is if an elderly person is considered by friends and family to have dementia and/or is struggling to look after themselves. NJ explained that friends and family should encourage and support the individual to make an appointment with a GP and that it is rarely appropriate for the GP to contact the patients to discuss the issue based on a third party account. In regards to self-care, this is a social problem that can/should be reported to social services by the friend/family.
17. AOB – SM asked about GP survey results and we discussed these results vs the Friends and Family test. NJ explained that F&F showed on average 95% Very Good/Good responses and is based on approx. 250 responses a month, vs the GP survey that is sent to only 120 patients, with only 35 responses last year.
18. AOB – SM – asked about the resilience of the Practice in terms of the property ownership in light of some companies/organisations taking control of practices. NJ explained that the Partners own the property in the Glade and that we consider resilience as part of our Business Continuity Strategy.
19. AOB – PPG Gold Star Awards – members of the PPG chose to highlight some members of staff at the surgery for "Gold Star Awards" as they had received excellent service from them. NJ explained that she will feedback to those individuals named and pass on the thanks of the PPG.

Date of next meeting: 28/1/26