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PPG Meeting Minutes 29.4.26

Attendees: NJ, MP, CG, JW

Apologies: SM, JC, CG, SG

1. CQC - CQC are going to conduct onsite inspections for practices rated as good or outstanding and who were inspected between 2017 - 2022. They will want to speak to PPG members. They are going to be focusing on 10 non-clinical quality statements, which were discussed. We will have 5 days notice of the visit and at that point would ask for consent from the group for contact from the inspection team.
2. Accurx Text Messages – the links in these messages last for 7 days, there are some standard templates and we can also create our own. We can attach documents and send links to websites.
3. PCS (Primary Care Support) Service - Repeat prescriptions are now handled by an off-site team of pharmacists. They ensure that all monitoring checks have been done and will contact patients that need further testing. They work to our prescribing policy
4. Addressing capacity issues - We have increased the number of appointments that are available to book online – these have to be reviewed as patients often book in for reasons that are inappropriate. Econsult is available all day every day, and we will do some advertising of this
5. NHS App vs Hardcopy for prescription requests – CB asked if it is quicker to receive your prescription if you request it on the App. NJ explained that requests are all handled in the same way ie the monitoring requirements are checked, and any medication reviews and authorisations done before the prescription is issued, so there shouldn't be a difference. However, ordering through the app is more accurate and convenient for both the patient and the surgery.
6. Procedure for blood tests – CB asked how/when blood test paperwork is prepared. NJ explained that it depends on the type of request for the test – if it is for annual monitoring, the form is often not generated until the phlebotomist is preparing for the clinic. If it is for medication monitoring or some other reason it is generally added to the system by the GP at the time of the request, for the phlebotomist to print when they are preparing for the clinic.
7. Partner biographies – JW asked if they had been uploaded to the website as they were interesting and informative – NJ will arrange
8. Flu/COVID profits – CB asked if we are paid and therefore profit from the delivery of flu and COVID vaccines. NJ explained that we are paid for the delivery of the vaccines but that the cost of running clinics needs to be taken into account in order to determine if this payment equates to a profit. Delivering the vaccines, which includes using GP's to visit the housebound and care home patients, is time consuming and comes at the cost of man hours and surgery time.

Date of next meeting: 29.7.26