

Present: NJ, CG, SG, JW, SM, JH

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1. Extended Access – NJ explained that the current system of appointments available outside of core hours (some Saturday mornings and some early/late appointments) is being changed to a system of Extended (not Improved) Access appointments. These would see the 4 Healthy Crawley Primary Care Network Practices (Furnace Green, Poundhill, Woodlands & Clerklands, Ifield) rotating Saturday clinics, with an aim towards interoperability in the future. JW asked if these appointments were popular and NJ explained that those appointments currently available were always booked. CG asked how much of the patients record would be visible to the clinician on another site for Furnace Green Patients and NJ explained that not all of the record would be visible. A discussion was had about the merits and pitfalls of such a service, and NJ explained that the reason receptionists ask so many questions when patients call to make an appointment is so that the right patient can see the right clinician at the right time.
2. Mental Health Assessments - NJ outlined the Mental Health Assessment process that is currently being used to do additional data gathering for clinicians, before they speak to those patients who are asking for support. SM asked if support is available for patients who are supporting another person with a mental health issue and NJ explained that there is.
3. NJ informed the group that Furnace Green has now been joined by a Pharmacist - Ankita Patel. The Pharmacist role is a PCN one but Ankita only works at Furnace Green. She is involved in the repeat prescription process and is also able to support the GP's with medication queries. She will be assisting the management of certain patient groups where specific drug monitoring is needed.
4. Access to medical records – NJ discussed the changes that were due on 1<sup>st</sup> November in regard to access to patient's records online, specifically that consultation entries should be visible from this date. At the time of the meeting it had just been announced by the clinical system provider that this functionality would not be turned on due to ongoing concerns about the security of the data. NJ explained that Furnace Green's approach is that robust processes are in place to ensure data security and therefore we are prepared for the time when access is granted.
5. SM asked about the availability of appointments to book online as it seems that few are available. NJ explained that appointments are available to book online but the demand for all appointments is so high that as soon as they are available, they are booked up. NJ also explained that not all appointments can be made available to book in this way due to pre-appointment/booking checks that may need to be completed. SM also asked about the numbers of "Did Not Attends" – NJ said that this information is still checked, and patients receive letters if they miss appointments, but it wasn't advertised. *\* this information will be published on the website in future. A search today identifies that in the last 6 months, there were 9540 booked appointments and 182 DNA's (1.9%)*
6. JW asked about Male Cancer Screening, and what is available in the surgery. NJ explained that patients presenting with symptoms are supported and referred appropriately but in terms of prostate Cancer screening it was not possible or appropriate to offer blood tests to all men in certain age groups as the test result alone could be inconclusive.
7. JH had asked to discuss improvements to prescription deliveries, insomuch as she wanted to report that the situation was vastly improved after it had been discussed at an earlier PPG meeting.
8. NJ asked about future meetings and it was agreed that we would move to face to face appointments in the early evening at the surgery, using a hybrid model for those participants who would find it difficult to attend the surgery.

Date of next meeting: TBA