

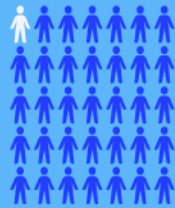
Present: NJ, AT, SM, HF, JC, JW

- Introductions – We welcomed a new member to the PPG
- List Capping – FGS now has a capped list which means that new patients can only register here when they have been allocated to the practice by NHS Allocations. We hope that this will support the fair distribution of patients who live within our boundary across the other appropriate GP surgeries. All surgeries except Ifield are now capped in Crawley. FGS has 4.4 WTE GP's with additional student and Registrar support.
- Carers reviews – we are now actively reviewing the health and wellbeing of patients coded as carers, as the impact of the role can be significant. Patients will be contacted in their birthday month by a member of the reception team who will offer information regarding the support that might be available/appropriate, and who will facilitate GP support if it is needed.
- Patient Access – we discussed ways to communicate and educate patients about digital functionality. NJ explained that healthy Crawley PCN now have a Digital Transformation Lead who supports the Practice in a number of “digital” areas, and she could/should help with this process. This can and will include sending links via text message, using the calling in screen in the waiting room and considering a Facebook page. Patient access tutorials can be found at [Patient Access Support Portal](#)
- Prescriptions – JW asked whether prescription requests were considered on a case by case basis to increase the quantity to a 2 month supply rather than 1. NJ explained that this does happen, and that various “types” of prescription might feature in a patient’s medical record, and that drug monitoring and safety is paramount when prescriptions are issued. Therefore, for clinical, drug safety reasons, medicines will commonly be issued as a 1 month supply only.
- Delays in review appointments – we discussed the appropriate timescale for a patient to receive a review of their test/xray/scan results, as some patients feel that a 4 week wait to discuss the result is too long. NJ explained that where a result requires urgent attention, a patient will receive a call from the doctor (often the duty doctor) on the day. If the result is normal, it would not be common practice for us to contact the patient at all, leaving the responsibility of seeking out the result to the patient. If the doctor feels that further discussion is needed, they will ask the reception team to contact the patient to make a routine appointment. To support the demand for these patients, we have added an additional appointment to each GP’s day, so that they can offer “results review” appointments. These will be managed by the reception team. We have also introduced a Hypertension clinic to manage patients who have high blood pressure and require monitoring.
- Furnace Green in numbers – see the attached

Date of next meeting: TBA

Furnace Green Surgery

February at a glance...



We now have 7,268 patients registered at the practice, with 116 new registrations in February

Our staff went out on 25 home visits



We sent 431 referrals...

...and issued 11,499 medications



Our busiest day of the week was Monday



We carried out 2,887 appointments, of which...

 **66%** were with a GP

 **64%** were face to face

...and 94 were missed by patients. Please always cancel if you cannot attend.