



Dr Paul Vinson
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PPG Meeting Minutes 29.7.26

Attendees: NJ, JC, CB, CG, SG

Apologies: SM, MP, JW

1. GP Survey Results – 2026 Results were published in July and we discussed the context behind some of the scores and reviewed data for the town as a whole. As usual, the survey results aren't as positive as the Friends & Family results, but the overall satisfaction score was up 3% this year to 74%
2. Traffic regulation Order – NJ explained that the surgery is making an application to the council to have a single yellow line painted across the entrance to the surgery due to the increased number of patients that are parked in the road blocking the entrance. Dr Vinson is writing to the local councillor as we need support from local residents and a councillor in order to make the application.
3. Prescriptions – CB asked if more patients have now been moved to a 2 month supply following the engagement of PSC to complete repeat prescribing. NJ explained that she did not have the numbers but confirmed that there had been an increase in the number of medications reviews that had been done and that GP's had been asked to consider the duration of prescription supplies during reviews.
4. Appointments – CB asked about the availability of appointments, noting that the next appointment available to book online was 3 weeks away. NJ explained that a 3 week wait for a routine appointment was not uncommon due to the demand, but that appointments are available in a number of ways. Those patients looking for advice on the day for an urgent/acute issue should call before 10am; patients requiring a routine appointment can telephone the surgery, look online or complete an online econsult form. NJ explained that she completes regular audits on booked telephone appointments as Friends & Family feedback often includes comment regarding the availability of face to face appointments. Patients are asked if they would prefer a telephone or face to face appointment as the vast majority of appointments could be either depending on patient choice.
5. New Patients – CB asked for further information regarding the reduction of registered patients at the surgery and the fact that we are now advertising that we can accept new registrations. NJ explained that those patients that leave the Practice are asked to complete an exit survey to gather information regarding the reason they have left but those that have responded have moved out of area. NJ also explained that since most surgeries have now allowed patients to remain registered at their usual practice even if they have moved out of area, so as new residents move into Furnace Green they do not necessarily need to register with us.
6. AOB – SG – asked why she had received a text message from a research company. NJ explained that, as advertised in the waiting room and in our Privacy Notice, Furnace Green is a research active practice so it is not uncommon for patients to be contacted if they are eligible to take part in research projects.



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7. AOB – SG – raised an issue regarding delays in obtaining letters from some hospital departments. NJ explained that this is a known issue but that the surgery cannot handle any complaints/feedback about this issue, patients should contact PALS at the hospital for further information.

Date of next meeting: 28.10.26