**St Peter’s Surgery**

**Patient Focus Group**

**Quarterly Meeting**

**May 1st 2018**

**Appologies:** Bobby

**Present:** Helen; Shirley; Dick; David; Mike; Ted.

**Mins. of meeting, 29th Nov. 17**: Taken as read and agreed.

**Phlebotomist:** We have a new nurse who has a complete range of skills. And can and does deliver.

**Two new receptionist** are now in place. One is very good, the other is learning the job.

**WWX plans:** Site will be 8 acres just South of Sainsbury. Planned to be up and running in 2020 (!) The complex will provide a full range of community services. It is planned for all Broadstairs surgeries to be sited there.

**New Porch plans**: these are still going ahead and work should start soon. This will be fully double glazed structure and about a foot wider than the existing one - the door will also be slightly larger but not automatic as the tend to only work for a couple of months and causes a lot of problems

**Patient online services**: Some issues with over prescribing and no facility to adjust, from the patients perspective. Appears that adjustments need to be actioned from the surgery.

**A.O.B.** Helen to action getting final 30 questionaires filled-in.

Would like to know the Practitioners views on the proposed Stroke care plans.

Opinions expressed were that, at this time QEQM stroke care is highly rated. But it is proposed closing this function, whereby victims from the Thanet area will be sent to The William Harvey. In practise the victim is highly likely to arrive at destination well after the 1 hour time frame.

Next Meeting agreed for Tuesday 7th August 2018.