**Notes from November 2018, St Peter’s Surgery**

**Patient Focus Group**

**Apologies**: Dick Symmonds

**Minutes of May Meeting**: Accepted and signed off.

**Update on 8 to 8 working and extended hours**: Extended hours for this surgery are on a Monday, with Dr Goldberg covering the 8 to 8 period. Service not been used by other surgery patients, as yet.

**New phone system**: Discussion on ‘why and for what purpose’, but it is , so…. Practice has had one complainer, with regard to the recorded message!

**New kiosk in Reception area**: Will be installed over the next month. It will enable patients to check their height; weight and Blood Pressure. Again an open discussion about ‘why?’

**WWX hub plans**: The August meeting did a SWAT analysis. However, the meeting felt the document produced was not exactly informative and had expected something more, especially as the Hub start date had been expressed as being March 2020.

**Patient online service**: Patients still having issues with accessing and extraction of data. Helen is available to assist on how to use the system.

**Next meeting**: Monday 4th Feb., 2019