**Patient Group Meeting Friday 14th September**

**Points Raised**

**We discussed the new blood service**.

This had quite a bad start as we received many complaints regarding queues and being turned away at St Catherines Hospital. This seems to have been rectified as patients are being asked were possible to book an appointment at one of the hubs by our reception team.

**Flu Clinics**

Appointments for the flu are now available. Please phone the surgery to book your appointment. There is no need for you to wait for us to get in touch with you as we will not be sending out invitations. If you have a mobile we may contact you via text message but as mentioned you can just phone us now to book.

**Survey**

Thank you to everyone who took part in the Patient Satisfaction Survey. We came joint second which we feel is a great achievement. Please see attachment.

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