

Dr S Phillips, Dr M Patel and Dr A Patel Surgery
266 Lea Bridge Road, Leyton E10 7LD

Minutes for Patient Participation Group Meeting:

11/04/2019

SK started meeting by reviewing previous meeting minutes and asking if anyone had any comments they would like to discuss.

Waiting room

SM suggested it would be a good idea to have classical music in the reception area as sometimes you can hear consultations in Nurses room. SK said this would be a good idea and said she will put idea across in next practice meeting.

BH also mentioned it would be a good idea to have old newspapers and magazines in reception waiting area, to keep patients occupied whilst waiting for doctors and nurse. SK said this is a good idea, and she will get patients to hand in any old unwanted magazines and newspapers.

SM suggested having a child's playing station, to keep them occupied during waiting time and to avoid children running up the stairs. SK stated the waiting area is restricted in terms of space. However it would be a good idea and will mention this idea in next practice meeting.

ZM said she has a buggy, and questioned why we are not allowed buggy's in the surgery. SK said for health and safety reasons, we feel buggies would be a health hazard and an obstruction in case of an emergency evacuation. SK also stated that there is an area outside the surgery, where you could leave your buggies and it would be a good idea to get a bike chain to avoid theft. However there has never been a case where a buggy being stolen.

BH moved onto speaking about chairs in waiting room. Some sofas are torn and worn out. SK said she will speak about this in next practice meeting.

Repeat Prescriptions

SH mentioned that she has been finding it difficult to get a repeat prescription on time.

SK mentioned, we do normally have a 48hr policy however we do aim to have prescriptions completed by the next working day. SH said she normally requests prescriptions through her nominated pharmacy however her prescriptions do not get done and asked what the procedure is.

SK said when pharmacies request patient's medication, they do normally fax a request over and it is done on the same day. If there is an outstanding prescription, they also contact the surgery to see why it has not been done. SK also suggested it would be a good idea to speak to her pharmacy and see what their procedure is.

SK also mentioned the red prescription box in reception waiting area and said if you have problems with requesting through your pharmacy, you can pop your request in the red box and these prescriptions are also done by the next working day.

All patients were otherwise happy with the service we provide and had no further comments.

SK said she will arrange another PPG meeting in a months' time.