

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

Minutes for Patient Participation Group Meeting:

15/08/2019

SK started the meeting by reviewing the previous minutes as there were two new patients in the meeting.

TV Monitor

SK began the meeting by talking about the two new monitors in reception waiting area.

PS said this was a very good idea, as patients do not need to bother receptionists, in terms of informing receptionist of their arrival and having the receptionist shout out names and tell them where to go.

PS also said it gives the reception a peaceful atmosphere as the screen is quite and it directs you on where to go.

SM said it would be a good idea to have surgery news on the screen. For example, as flu jab season is approaching, we can inform patients by displaying a screen message and state who is eligible.

DM said the marking in screen may be difficult for the elderly patients.

SK stated that if patients find it difficult to mark themselves in using the screen, they are still able to speak to the receptionists. Who can also show them how to use to screen for further reference.

SK also stated that receptionists will always be there if patients had any problems or queries.

Flu jabs

SK moved onto speaking about flu jabs and that they will be available soon.

SK stated that as soon as we have the flu jabs in stock, we will be sending out letters and text messages to all patients that are eligible.

SK said we will be putting posters up around the surgery to create more awareness and patients will know when the flu jabs are available.

PS said will the flu jab be available for all patients. SK said there is normally a criteria that we aim for, for example Elderly patients and high risk patients ect.

Locum GPs

SK spoke about having new locums within the surgery as Dr M Patel retired a couple of months ago.

PS said it was nice that we have two female locums as she found it difficult speaking to the male GPs.

Opening hours

SK moved onto speaking about the new opening hours, as some patient in attendance were not aware of the opening times.

SK stated that we are now open 5 days a week from 08:00am- 18:30pm.

SK stated that Wednesday early morning surgery and late evening surgery as no longer available.

DM said this would be difficult for the working patients.

SK said patients are still able to see evening doctors or nurses at the WF fednet service. SK also mentioned that our receptionists can book this for the patients if they had any difficulty getting through to the WF Fednet.

SK also stated that they do weekend appointments with nurse or doctor.

Overall all patients were very happy with the service they receive and no further comments were mentioned.

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