

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

Minutes for Patient Participation Group Meeting:

**19.12.2019**

GS started meeting by reviewing previous meeting minutes.

SC and RH were present at the previous meeting but KP is new to the group.

**FFT**

GS discussed FFT comments and discussed positive and negative feedback received from patients.

**GP**

KP was not aware that we now have 2 female GP's as well as the nurse and she was pleased that she can now see them for more female related conditions.

SC and RH are both pleased with the new female GP's and would recommend them to other patients.

GS also mentioned that we also have a permanent locum GP Dr M Ali who has been with us for a number of months now and works on Friday mornings

**WF Fednet**

KP mentioned that she has trouble getting an appointment with the doctor or nurse especially in the evenings as we no longer provide late Wednesday appointments.

GS spoke about the WF fednet and said patients can call on 0208 519 3999 to arrange an appointment at one of the local hubs in Leyton and Walthamstow. SK also mentioned that patients can call the surgery phone and our receptionists can arrange the appointment for the patient using our EMIS system.

KP was not aware of this service and now will be using this when there are no appointments at this practice.

SC said she used this service before and was very impressed with it.

**Reception**

KP stated that the sign in screen is a welcome addition to the surgery as she now does not have to wait in a queue to sign in when she arrives for an appointment.

RH said it was good having the surgery doors numbered as patients do find it confusing as to where to go.

SC also mentioned that the name calling system is a massive improvement as it tells the patient where to go and it does not interrupt the receptionists who are very busy.

KP stated that it would be nice to have more notifications on the TV monitor e.g. flu vacc dates instead of having the notification board which is sometimes hard to read as it has a lot of info on it.

GS said she will raise this query in the next practice meeting.

Overall- All patients in attendance were happy with the service provided and had no negative comments.

**GK said she will arrange another PPG meeting in the new year.**