

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

Minutes for Patient Participation Group Meeting:

04/06/2019

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

Female GP

AC started the meeting by mentioning the new female GP and that it was a really good idea to get a female GP as it takes the pressure of the Nurse. SK mentioned that she is a permanent locum doctor and she has had many positive comments from patients. SK also mentioned that Dr Patel retired back in March as some patients in the meeting were unaware.

FFT Results

SK moved onto speaking about the friends and family results since January 2019 and the fact that it has been a positive thing for our surgery as sometimes there is constructive criticism and sometimes there are really good positive comments from patients regarding service from staff and doctors.

SK also mentioned that any comments that you wanted to put across to the surgery, you can fill out a questionnaire and put it in the FFT box which is located in reception. These comments are read out in the practice meeting and feedback is given.

SK also mentioned that FFT comments are always posted on the notice board in reception.

WR said he has completed a FFT questionnaire before and has put comments regarding Dr S Phillips service.

SK moved onto reading all positive and negative comments. All patients were happy about this as majority were positive comments.

Reception

LD went onto speaking about the new check in screen which is located in reception waiting room.

All patients were happy about this, however WR said he would rather check in through reception as it would be easier. SK stated it would be quicker to use the screen as sometimes the que for reception is long. AC said is the screen only for appointments, LD said yes the screen is only for appointments and you are unable to do anything else on this.

Fed Net

AC said she recently saw a poster about the extended evening service and wanted to know more about this. LD gave all patients a leaflet and card with fednet number and explained about the

opening times and that you could see Nurses and Doctors at these allocated practices in the evening or weekend in Walthamstow, Leyton and Chingford.

SK also went onto speaking about the Wednesday evening service as this will now be taken over by Fednet.

AC was not happy about this as she felt it accommodated patients who were unable to make normal surgery times.

SK said this will be taken over by Fednet and you would still be able to see doctors or nurses in the evening or even weekend.

Some patients in attendance had already heard about the Fednet service and recommended this service to other staff.

Overall 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.