

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

Minutes for Patient Participation Group Meeting:

11/11/2019

SK started meeting by reviewing previous meeting minutes.

Both patients in attendance had not attended a PPG meeting in since 2018. Discussed new changes in the surgery.

FFT

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

GP

SR said it was brilliant how we now have female GPs working at the surgery, as it takes pressure off the nurse and its more comforting talking to female GPs than male GPs.

SR said she was Dr Mudassir recently and she felt she done brilliantly and examined her very well.

WF Fednet

RH said it was difficult to get through on the phones early mornings and sometimes in the afternoon. RH also said it's hard to arrange appointments with the nurse and doctors.

SK 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.

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

Reception

RH said she had not attended the surgery in a while and noticed the changes made in reception waiting area.

SH said it was good having the booking in system however some elderly patients may find this difficult. SK said receptionists are always there to help if patients find it difficult using the system.

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

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

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