

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

Minutes for Patient Participation Group Meeting:

08/11/2018

MyGP App

SK started by reviewing the minutes from May 2018 PPG Group.

We then moved onto booking appointments via MyGP App. MK unfortunately was unaware of this service and wanted more information as to how it works. SK handed her a leaflet, and told her she can only book doctors/nurses appointments via the app and at this present moment we are unable to do prescriptions on the app.

SK said you would have to have a smart phone to download this app.

All patients were happy about this.

HN said it would be a good idea to promote this app further as she was unaware of this as well.

HN also said if older patients are unable to use this APP what would they do?

SK said we still offer telephone call back consultations if appointments are fully booked and patients are still able to call up every morning at 8am to get doctors' appointments if available.

MK said the app is for the younger generation and not suitable for patients that are elderly and without a smart phone.

SK said she'll send put more posters in reception regarding this APP.

E-Consult

SK swiftly moved onto E-Consult.

SK mentioned its another way for patients to receive treatment advice via the internet.

BH was very happy about this as she heard about this service before but hadn't used it yet.

SK said you would have to go onto the surgery website which is <http://www.seymourmedicalcentre.nhs.uk/> and a pop up would come up and you would follow the instructions as stated on the screen. SK then said the following day the doctor

would contact you regarding your online consultation. MK was very impressed as to how quick the service is.

SK gave all patients a leaflet regarding E-Consult.

FFT

SK spoke about the Friends and Family outcome for the last six months.

Unfortunately some patients who attended were unaware as to what FFT was.

SK showed all attendees the questionnaire and said they can fill it out and put it in the blue box in reception.

SK also mentioned the questionnaire is anonymous, as you can either give us positive or negative feedback.

MK said that this was a good way to help us improve the quality of service we provide as a surgery.

Overall all attendees were happy with the service we provide and they had no comments or suggestions.

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