

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

Minutes for Patient Participation Group Meeting: 22/04/2015

Sunita welcomed the patients to the meeting offered light refreshments.

SK started the meeting by reviewing the minutes of the last meeting.

Reception Staff:

We are continuing to try and make the receptionist more professional and efficient. Receptionists have started to wear name badges and have started stating their name on the phones. ST suggested that receptionist should try and talk in a low tone as information isn't confidential. RH agreed however stated receptionists sometimes have conversations on other side of reception to keep information confidential.

Waiting room furniture:

This has been recovered, which together with the new floor is much easier to clean. SK stated that we might be getting a window put up as a barrier and a half door in reception. ST and RH felt it was a brilliant idea as it can prevent patients from walking into the reception area and talking over receptionist.

SK stated that prescriptions can now be requested online by patients, and they could be sent to their nearest pharmacy if patient wanted this service. RH and ST were both happy about this service as it is less time consuming and more efficient.

SK stated about booking appointments online as ST felt there are never appointments available in the morning or evening.

RH suggested if we could have a blood test clinic with the nurse on Wednesday morning. SK stated it shouldn't be a problem, but will put idea forward at the next practice meeting.

Overall both RH and ST are every happy with the service provided, and feel the diabetic nurse, doctors and all receptionist staff are very helpful and always try their best.