

Dr S Phillips, Dr M Patel and Dr A Patel Surgery

266 Lea Bridge Road, Leyton E10 7LD

Minutes for Patient Participation Group Meeting:

Appointments:

DNA appointments have been reduced; patients feel were doing well with the call back system as sometimes they cannot get appointments in the morning but they can still speak to the doctor or nurse on the same day.

SK also mentioned that once a patient has DNA'd 3 appointments we send them a warning letter. If the patient continues to miss appointments after the letter has been sent, we discuss with the practice manager what to do next.

BM mentioned it would be a good idea to fine patients if they keep missing appointment. SK said she would put this idea forward in the next practice meeting.

BM said it's really hard getting appointments in the week, so SK mentioned the weekend service and gave all patients a leaflet with times and contact number. They were happy about this service. I also told all patients that they could see our practice nurse if they were to contact the number, for a weekend appointment. SK also stated were these weekend appointments are held.

SK also mentioned that the DNA'D appointments have been reducing, and this could be possible down to the call back service.

Patient online service

BM saw poster on wall and wanted more information on patient online services. I explained the service to the patients and they were happy about this. SM suggested that the poster should be brighter and bigger so more patients are aware of the service.

I also stated that the pin is only valid for 3 days. SK said that will be done.

Parking

BM not happy about the parking, SK mentioned that there are other streets with free parking. BM mentioned if we could get parking permits, SK said she'll discuss it at the meeting but it would cost the surgery a lot.

Overall all patients were very happy about the service we provide.

Thank you for attending the Patient participation meeting.