

Seymour Medical Centre

266 Lea Bridge Road, Leyton E10 7LD

Minutes for Patient Participation Group Meeting: 18/08/2015

Sunita welcomed the patients to the meeting offered light refreshments.

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

Waiting room/ outside building:

AK stated that the front surgery will eventually change, however this may take a while as there will need to be available funding in order to do so.

SK told IM and SM that the surgery are more than happy to accept art work from patients, as it will brighten up the reception area.

AK also said the surgery are happy to receive magazines for reception area for patients

DNA Appointments:

AK informed both patients that we are not allowed to charge patients a £10 fee for missing appointments, however we have been sending them letters and once the third letter has been sent, patients will automatically be deducted.

Both patients were happy with this.

AK informed both IM and SM that will be try our very best in contact patients to day before regarding their appointments, however it won't be guaranteed as there aren't enough staff members to do so and it is very time consuming but the texting patients will continue.

AK mentioned that we cannot have a priority list, as it is very time consuming and there aren't enough staff available to keep this up to date.

Blood test clinic:

AK mentioned that at the moment to nurse will only be doing one day blood test clinic, however nearer to future this may change.

Furniture:

AK mentioned that patients are more than welcomed to donate money in order to have the furniture replaced.