

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

## Minutes for Patient Participation Group Meeting:

We reviewed that last meeting and SK went over everything again.

Extended hours:

SK spoke to patients about extended hours, and explained that the surgery will now be opened Thursday all day. SK also explained that in the first week of January we will be opened 5 days of the week from 8:00am till 6:00pm. Wednesday 7:00am- 8:30pm.

Both patients were happy with this, and felt this was better. ST also suggested that we should put posters up with the new hours, so patients are aware of this change.

### **Reception**

ST stated that it would be a good idea to have a water stand in the reception area and a children's play area. So children do not wonder into the reception area and into the toilets without their parents.

SK said that the water stand is a good idea and she would put the idea across in the next practice meeting. SK said that the reason for not having toys in reception was because of the lack of space and it may be a hazard in case of a fire exit.

### **Gp App:**

SK updated ST about the GP App; ST felt that this was a good service. ST said it was good as she does not get the time to ring up and she can now use the app. SK guided her, and showed her how to access this app on her mobile phone.

SM was aware of this service as it was mentioned in the previous meeting

Overall both patients felt that they are getting offered a very good service.