

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

Minutes for Patient Participation Group Meeting: 17/02/2016

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

DNA Appointments:

DNA appointments have been reduced; text messaging service has been working well for both us and patients. Patients are pleased with this service.

AK 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.

Waiting Room/Outside Building:

SM suggested we put a box in the reception waiting area away from the reception desk allowing patients to put samples in there as some patients are uncomfortable passing their sample to reception staff. AK told SM that we will look into doing this however could be a risk as we do have young children who come into the surgery and we have to apply with health and safety.

WR suggested that we paint the outside of the building and replace 'The Surgery' with the surgery's new name 'Seymour Medical Centre'. WR said that this will help inform patients of our new name and it will brighten up the surgery from the outside. However, after speaking to the Practice Manager, we cannot redecorate the building as we don't have enough funding's.

Other:

Reviewed minutes from last meeting

SM suggested we have a TV in reception to advertise important information such as 'flu jabs are now available'. AK told SM we cannot do this as we have a lack of funding's.

SM suggested we place a CCTV camera outside near our bins so we could see who puts the rubbish in our bins and over the streets. AK told SM we cannot do this as we have a lack of funding's.

AK spoke about our registration process as we feel like majority of our complaints are related to either registering too many patients or health check appointments with nurse.

- Patients feel that if we continue to take on more patients there is less chance for current patients to book appointments as there are over 6000 patients registered with us.
- Patients can register with us by following the procedure; show proof of ID and proof of address at a convenient time.

AR suggested we stop taking on new patients

- After discussing this with the Practice Manager, I have been told we cannot stop taking on patients; each doctor needs to have equal amount of patients between each of them. We have over 6000 patients which means each doctor needs to have over 2000 patients registered with them.

CQC report is now up on the notice board

SM suggested that only a doctor should be the one to read results to the patient. SM also suggested that once results are back they should have an appointment with the doctor. AK mentioned that if every single patient made an appointment to have their results read to them there would be no other appointments left for patients who are generally ill. Instead, we suggest patients ring at 12:00pm to speak to a doctor over the phone, if doctor needs to see the patient we will then send them a letter in the post.