

Seymour Medical Centre
266 Lea Bridge Road, Leyton E10 7LD

Minutes for Patient Participation Group Meeting: 22/07/2015

Anita welcomed the patients to the meeting offered light refreshments.

SK started the meeting by reviewing the minutes of the last meeting and stating our new surgery name.

Waiting room/ outside building:

SM stated the surgery name should be changed outside as patients will get confused on where the surgery is.

SM suggested the reception area should be redecorated and the main outside surgery. She suggested that we paint the reception and outside surgery.

IM suggested that we place art pictures on the wall to entertain patients and he will kindly donate art pictures to the surgery if doctors are happy with this.

SM suggested that we place magazines in reception.

DNA Appointments:

IM and SM were disappointed with the amount of DNA appointments there were this month. IM suggested that we charge patients a £10 fee after missing 3 appointments. He feels this will reduce the DNA appointments.

SK informed both patients that we are now texting patients to inform them their appointment date and time. SM suggested that we telephone patients the day before as well, as some patients may not know how to use a mobile phone and the elderly may not understand a text message.

SM also suggested that we make a priority list for patients to have an appointment.

Blood test clinic:

IM and SM wanted to know if it is possible to have more than 1 day for a blood clinic as some patients may not be able to attend on that particular day.

Furniture:

IM said that the beds in the clinicians rooms are extremely outdated, he suggested that we get new beds for the rooms as patients hurt themselves when getting on and off

SK did state there is a stool for patients to get up and off the beds.

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.