

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

Minutes for Patient Participation Group Meeting:

Appointment:

GP App:

SK spoke about GP app, and mentioned how the app works. Patients are able to book appointments with the doctor within seconds of downloading the app.

SM felt that this app is not helpful for the elderly, and some patients may not have smart phones to download this app. SK reassured SM, that if patients are unable to download the app they can contact us to booking an appointment over the phone and they can also come into the surgery and request an appointment.

All other patients in the group felt this was a good idea and it's saves a lot of time.

Weekend service:

SK spoke about weekend service and evening services available.

WM mentioned she's been to this service on a number of occasions and the quality of the service is brilliant. SK mentioned that you are able to see a doctor and a nurse.

AR didn't feel comfortable with the service, as she felt that your medical problems should be confidential and should only be spoken about with your own doctor.

WR felt this was a good idea and was not aware of this service. However he felt this was a good idea for the younger generation.

SK stated that she will be promoting it more in the surgery, so that more patients are aware of this service.

Reception

WM felt that we should have a water machine in the reception, because elderly patients may need water. SK stated that this was a good idea, and she'll put the idea forward in the next practice meeting.

AR felt that we should have some art around the reception to make it friendlier rather than having so many medical leaflets. SK stated that it was important for us to have leaflets on the wall and we can also put art up however it will be mentioned in the meeting first.

Overall all patients are happy with the service provided by the doctors, nurse and reception staff