

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

Minutes for Patient Participation Group Meeting: 12/03/2015

Sunita welcomed the patients to the meeting offered light refreshments.

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

Reception Staff:

SD suggested that receptionist should try and talk in a low tone as information isn't confidential. RH agreed however stated receptionists sometimes have conversations on other side of reception to keep information confidential and receptionist talk very professionally and try their best.

SK mentioned appointments can now be booked online and prescriptions can also be ordered online as well.

RH and SD found this helpful, especially booking appointments online as there are always limited appointment available on the day.

SD suggested a window being placed on reception for receptionist safety as she witnessed a patient being very rude and demanding to a member of staff.

SK said she'd put this comment forward in the next practice meeting.

Overall both RH and SD 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.