

Dr S Phillips, Dr M Patel and Dr A Patel Surgery

266 Lea Bridge Road, Leyton E10 7LD

Minutes for Patient Participation Group Meeting:

Appointments:

DNA appointments have been reduced; patients feel were doing well with the call back system as sometimes they cannot get appointments in the morning but they can still speak to the doctor or nurse on the same day.

SK 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.

SC said it's really hard getting appointments in the week, so SC mentioned the weekend service and gave all patients a leaflet with times and contact number. They were happy about this service. I also told all patients that they could see our practice nurse if they were to contact the number, for a weekend appointment. SK also stated were these weekend appointments are held.

SK also mentioned that the DNA'D appointments have been reducing, and this could be possible down to the call back service.

Patient online service

SK mentioned patient online services and how it could benefit patients. All patients that attended the meeting prefer to come into the surgery, as they find it easier.

I also stated that the pin is only valid for 3 days. SK said that will be done.

Health Checks

VC mentioned it would be a good idea to have 60+ health checks. SK mentioned that we do offer free nhs health checks for all patients, however we cannot have sessions only for 60+ health checks as there would be a lot of empty appointments.

Referrals

VC mentioned if we could offer more support once a referral has been done. SK mentioned it would be time consuming if we were to contact all patients once a referral has taken place. However SK stated that special care is taken into consideration for cancer patients. Therefore, we always contact the patient once a cancer referral has been taken place.

However SK said she'll put forward this idea in the next practice meeting.

Modernisation of surgery

VC mentioned it would be nice if we decorate the surgery to become more modern. SK said the surgery has a tight budget but will put this idea forward in the next meeting. All other patients felt we need to priorities more important factors; however this idea will be mentioned to the practice manager.

All patients are happy with the service being offered to them, and they feel the doctors and staff are doing a good job.

Thank you all for attending the meeting.

Sunita Kaur