

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

Minutes for Patient Participation Group Meeting: 30/10/2015

Anita welcomed the patients to the meeting and offered light refreshments.

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

DNA Appointments:

Informed patients we are trying to reduce the number of missed appointments by using the automated texting service.

AR suggested phoning patients a day before to remind them when their appointment is. AK told AR that we have discussed this before with the practice manager and we decided that it would be time consuming and we do not have enough staff members to take time out of their work to do so.

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.

Blood test clinics:

Reviewed minutes from last PPG meeting;

All patients in attendance were really happy the nurse is doing a blood test clinic. SM said the nurse is brilliant.

Other:

AR suggested we put a notice up on the notice board allowing patients to write what time they could come for future PPG meetings as not everyone can make it for 12:30PM.

SM suggested we have a TV in reception to advertise important information such as 'flu jabs are now available'. AK told SM we will discuss with the manager and will let her know the outcome in the next meeting.

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.

AR suggested we have group meetings for patients who have long-term medical conditions such as Diabetes and asthma and have an external come in to discuss these medical illnesses.