

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

Minutes for Patient Participation Group Meeting:

We reviewed that last meeting and SK went over everything again.

SK felt that the call back list was very helpful as she's able to get through to the doctor quicker. BM agreed with this.

Blood test:

BM felt this is a good service, rather than going to the clinics and waiting for hours. SM felt that this is not convenient for the elderly as they may not know how to do it online. SK mentioned that if the elderly are unable to do so, then reception staff will help them arrange an appointment online.

Gp App:

SK updated BM about the GP App, BM felt that this was a good service. As it's quicker to get an appointment and she's able to see all doctor's appointments online.

SM was aware of this service as it was mentioned in the previous meeting

Overall both patients felt that they are getting offered a very good service.