Seymour Medical Centre PPG Meeting (16.01.25)
266 Lea bridge Road Leyton E10 7LD

Janice (practice manager), Suniha and Nour were present at the meeting, we introduced ourselves and what we do.
We told the patients what this meeting is, we gave them an opportunity to ask questions or let us know if they had any queries.

Questions & Concerns:
1. The main concern the patients had was them not being able to get an appointment and why it's always telephone and not face to face.
2. What other ways they can get an appointment.
3. Want late afternoon appointments.
4. Patients are not notified of their blood results
5. Medication is issued without patients being aware.

Improvements/Comments:
1. Doctor has improved significantly.
2. Reception staff are great

Points that were discussed:
- I made the patients aware of the new doctor that has joined Seymour.
- I made patients aware of all the clinicians that work with us (gave them a leaflet showing the names of clinicians and what they do) and what they specialise in. e.g. the Physican Associate (who works under the guidance of a doctor), can issue and read results, can help with chronic pains etc, I let patients know that most of the time other clinicians can help with their request not a doctor.
- Janice let patients know that telephone appointments were put in place during covid and we have continued with it because a lot of the patients prefer this system. We do have daily F2F slots available the patients can book.
- We also let patients know what Klinik is and what it is used for, most patients were aware of how to use it, but we showed them.
- I showed the patients our Pharmacy First service and how it works, I let them know of the acute problems they can be treated by the pharmacy, and I informed then that reception can either send a referral to the pharmacy or they can walk in.
- We went over the process of ordering a repeat prescription and how they can only be ordered 5 days before they run out and they order via their pharmacy, Klinik or calling reception after 9:30am.

Patients that attended the meeting:
Dawn Gager (20.06.73) Erdal Rulhas (01.01.72) Rupert Dawkins (30.06.65) Karen Henry (7.8.66) Eileen Rose (03.04.64) Shui Chun Man Browne (11.08.71) Omar Yachikouri (07.08.66)