

THE LEA SURGERY

Patient Participation Group Member review.

Date: 24th November 2015

Present: PPG Member and Secretary.

Apologies: 1 PPG member unable to attend

The purpose of the meeting was to get further feedback on how we could improve the service we provide to our patients. The things pointed out were as follows:-

The rope barrier is an improvement and it was felt that this makes a difference to confidentiality if only by giving space for the patient in front to be seen to without someone breathing over their neck.

It was observed on his last visit in the holidays that there were children running around and riding their scooter in the passage way nearly colliding with a patient coming from one of the clinical rooms. Some children were throwing leaflets on the floor.

The advice is to have poster asking the parents to control their children whilst in the surgery as it is not a playground. These are to be done in different languages as well.

The toy in the reception area – can we rearrange it at a section or situate it out of the way instead of it being right in front. Maybe separate areas at the back of the chairs, as the children do sometimes lie down on the floor when playing with the toy.

He was very impressed with the different range of posters and also that there were selected ones in different languages.

Overall he felt that we have improved the reception and waiting area which he is very impressed with. Also the display boards with the posters are relevant and cater for all age groups.

He fed back that he attended the Sickle cell and Thalassaemia meeting put on by Health watch and he gave them positive feedback about our surgery. At the last meeting only 2 GP surgeries were represented by PPG members and our surgery was one of them.