



# Heathville Surgery

Aspen Centre, Horton Road, Gloucester, GL1 3PX

## Patient Participation Meeting 2<sup>nd</sup> September 2015

### PPG Members

Mr M Sheridan  
Mrs G Kemp  
Mrs E Hamblett  
Mr D Bottomley  
Mr D Bennett  
Mr A Gardiner  
Mrs N Hargrave  
Mr M Hunt  
Mrs C Hart  
Mrs S Hanman  
Ms D Wolton

### Practice Representatives

Mrs C Barnfield, Practice Manager  
Mrs V Bassett, Practice Administrator  
Dr N J Gilbert, GP Partner

Everyone introduced themselves and Clare thanked everybody for attending.

Each member of the PPG was invited to attend the meeting or to send via email any items for the agenda.

### Action Plan Update from last Meeting in April 2015

1. Barrier Control during Peak School Times. – PPG members to advise who would be able to help please. The hours required would be 8am-9.00am & 14.30 – 15.10pm. SESSIONS STILL AVAILABLE. Thank you to Mike S for purchasing the traffic cones.
2. The barrier Keypad would be replaced as soon as possible. TOKEN SYSTEM IMMINENT
3. Building Signage – The main entrance requires clearer signage. This would be looked at with the Landlord. Would be going up very soon. The Suggested new sign was distributed to PPG members to agree. The decision was unanimous.
4. Sound Proofing at Tuffley Surgery – Could the PPG raise money for a patient information screen. It was agreed in the interim that we would try the radio purchased first.
5. Telephone for patients to be able to ring down to reception. This had been installed.
6. Self-Check In Problems – Settings had been altered.
7. Carers Protocol – Further discussion
8. Palliative Care Packs – Awaiting new guidelines from CCG.

### New Items

1. Would the practice be used for more proactive health issues? (Diet, smoking, cancer etc)  
It was agreed this would be a great idea and we would utilise the space we had on the first floor. G.K. kindly agreed to speak to Kay James who works for the expert patient programme.
2. Car Park Maximum stay signs were discussed, as a deterrent for people not using the car park appropriately. As they would be quite expensive, it was agreed they would not be of any benefit. The surgeries would continue to monitor the car park, using CCTV etc. and leave notes on any patient's cars seen to be using the car park for their own benefit. D.B. agreed to continue to monitor the car park barrier at peak school times.
3. The Flu Clinic for 2015 was discussed. It was agreed the same format would be used at both Aspen Centre and Holmleigh Community Centre. The idea that the practice could offer online booking was discussed but after looking into this, the slots would not be able to be marked as flu slots on line, which may cause confusion with normal bookings. This would therefore have to be

withdrawn. The dates were set as 17<sup>th</sup> October at Aspen Centre and 28<sup>th</sup> October at Holmleigh. The staff would start proceedings to this effect. Several PPG members agreed to come and help with the clinics. They were requested to email Clare on [Heathville.aspen@nhs.net](mailto:Heathville.aspen@nhs.net), so that a rota could be formulated.

4. GP Changes. The PPG were notified regarding the upcoming changes that would be taking place. They were advised that Dr Watkins would be partially retiring in October 2015 and would only be working 2 days per week. Dr Ellis would be leaving the practice at the end of November 2015. A new Doctor, Dr Jacqueline Orme, would be joining the practice in October 2015. Sasha (our HCA) had left the practice to complete her Nursing degree in London. A new HCA, Helen Cook, had been employed. The practice reassured the PPG members that no loss to patient services would be created through the changes.

#### **PPG Ideas**

- **Warwick Ave Usage**

The PPG members asked why there were not more GP sessions at Tuffley surgery. This was explained, that this would be the practices future aim to provide more sessions but we currently had a staffing issue. This would hopefully be resolved in the New Year. The nurses/HCA sessions had doubled since the refurbishment in 2014, with new INR clinics, Phlebotomy clinics and a regular Diabetic Clinic.

- **Health Check Letters**

The PPG asked what the criterion was and that the letters sent out should indicate that the patient would require two appointments for this Health Check. They were advised that the criteria set were for all 40-74 year olds without current cardiovascular disease to be invited. Invites were being sent out monthly. The letter had been changed due to patient feedback and now read the requirement for two appointments.

- **Warwick Ave Sound Proofing**

It was agreed that the radio purchased would be trialled to see if it made a difference in the waiting room.

- **Bus Transport to Aspen**

NH advised that she had attended a council meeting where they were still in discussions regarding changing the Number 10 bus route, to divert down Horton Road. It would mean that every other Number 10 could possibly be diverted down Horton Road and up to the centre, via Great western road. This would enable patients to catch these buses from Tuffley. DB also suggested that they could also look into starting the Number 6 bus route earlier and providing a more frequent service. The travel audit, completed by Aspen, would be sent on to NH for her perusal.

CB would email Councillor Jeremy Hilton to chase up his response to the traffic problems on Horton Road. CB would send a letter out to all carers inviting them for a health check and would be setting alerts on their records, if they should require priority booking appointments.

**Next meeting Tuesday 19<sup>th</sup> January 2016 at 17.30pm**  
**Please let me know if you can attend.**