



Heathville Surgery

Aspen Centre, Horton Road, Gloucester, GL1 3PX

Patient Participation Meeting

17th April 2015

PPG Members

Mr M Sheridan
Mrs G Kemp
Mrs E Butler
Mr D Bottomley
Mr D Bennett
Mr A Gardiner
Miss M Haines
Mr M Hunt

Practice Representatives

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

Apologies from:

Mrs C Hart, Mrs J Cox, Mrs M Allen, Mrs N Hargrave, Mrs E Burrows, Mr N Yorston, Miss L Hewett, Mr J Foster.

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 previous meeting.

Action plan

1. The practice would look into the costs of providing a Stanchion that invited patients to use the Self Check In screens. **Now in Place**
2. Barrier Control during Peak School Times. – PPG members to advise who would be able to help please. The hours required would be 8am-8.30am & 14.30 – 15.10pm. **Sessions Still Available.**
3. The barrier Keypad would be replaced as soon as possible. **Token System Imminent.**
4. The Aspen staff would continue to work with Stagecoach and the Third Sector Services, in respect of future additional transport solutions. **Awaiting reply.**
5. Building Signage – The main entrance requires clearer signage. This would be looked at with the Landlord. **Pending with Landlord.**
6. Heathville waiting room layout – The practice would look into whether the layout could be changed without causing any hazards. **Completed.**
7. A small survey to be completed with the help of 2 PPG members, at both Aspen and Tuffley Surgery. Feedback would be brought to the next meeting. **Completed.**
8. Sound Proofing at Tuffley Surgery – a small addition of a radio in the waiting room, was thought to be a good solution to improve the situation further. **Purchased.**
9. The FFT questionnaire questions would be added to the right hand side of each prescription issued. **Completed but now changed since Electronic Prescriptions have come in.**

New Items

- There were concerns that patients had no way of contacting reception from the waiting areas. This was discussed and it was agreed CB would look into purchasing another phone, only to be used for patients straight through to the relevant reception area.
- The Aspen Centre could be used for proactive health issues. GK, had a background in Care Services and information around the Expert Patient Programme. She agreed to contact an old colleague and Heathville would liaise with her.
- The car park was also discussed. DB was kindly doing shifts on the barrier to help with the safety of the school children crossing and to stop parents parking in our exit. DB would liaise with any other PPG members who would like to help with this. We agreed to look into “maximum stay” signs. Cones were also suggested, to stop the cars parking where they shouldn’t. MS had since purchased these for the Aspen Centre – A big thank you ☺
- The radio had been purchased for Tuffley Surgery but we logistically needed to see how we could site it in the waiting room, so that it didn’t get stolen. PPG suggested a speaker into the waiting room would work. DB advised he had an old one we could have.
- AG queried that the self-check in screen didn’t allow patients to check in if they were early. CB agreed to look at this and change the setting.
- EB queried the protocol for carers. She shared her experiences, in that she used to have to pay someone to come and sit with the person she was caring for whilst she attended appointments. If GPs ran late, this made it very hard for the carer to stay for their appointment. CB said she would speak to the other practices to see if they had made any allowances for their carers. If they had, CB would look to bring in a new policy.
- DB asked whether the practice had resources for Marie Curie/Macmillan nurses/Crossroads/CotswoldCare. CB/VB said they would look at preparing a pack for new Gold standards patients that we could hand out to ensure they had all the information they required. All the info could then be added to our website.

Action Plan

1. Signs for Max Stay in car park
2. Cones for the exit barrier – **Kindly purchased by MS.**
3. Speaker for Radio @ Tuffley Surgery – **DB said he had one we could use.**
4. New Telephone for patients on the first floor.
5. Self-check in adjustments for early arrivals.
6. Carers Protocol – To check with other practices, with regard to allowances for appts.
7. Resource pack for newly diagnosed cancer patients.

Next meeting Wednesday 2nd September at 6pm

Please let me know if you can attend.