



# Heathville Surgery

Aspen Centre, Horton Road, Gloucester, GL1 3PX

## Patient Participation Meeting

9<sup>th</sup> January 2015

### PPG Members

Mr M S  
Mrs J C  
Mrs E B  
Mrs C H

### Practice Representatives

Mrs C Barnfield,	Practice Manager
Mrs V Bassett,	Practice Administrator
Miss H Veshmia,	Apprentice
Dr R Watkins,	GP Senior Partner

### Apologies from:

Mrs S H  
Mrs C H  
Mr D B  
Miss H N  
Mr D B  
Mrs D W

The PPG Members were shown around the Aspen Centre before the meeting.

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.

From our last meeting we discussed the actions the practice had agreed to complete.

- To use the practice newsletter for keeping patients informed re the move.
- PPG members would help in gaining Survey results.
- The practice would keep the PPG up to date with the move details
- The practice would liaise with local councillors, radio stations, local coffee mornings & local magazines to advertise when the move would take place.
- The Bus routes to Aspen would be discussed.
- The website would be kept up to date

The PPG agreed that the practice had worked hard in keeping patients up to date with the move causing minimal disruption to services.

We had achieved this by regularly keeping our website up to date with pictures and updates. We hired the health promotion bus which we sited in Gloucester City Centre. We used this to raise awareness and to hand out leaflets. We also answered lots of patient's queries. The local paper also got involved, which helped raise awareness further. The practice went to St Georges Coffee Morning to have a chat with local patients and to allay any fears with regard to the move and the refurbishment of Warwick Avenue. The practice engaged in talks with Stagecoach regarding the bus service but to date this had not been resolved. Stagecoach were not willing to put on any extra services. The discussion were still going ahead with various bodies including councillors.

## New Items

### The Friends and Family Test

There were a small number of requirements that practices must do:

- Provide an opportunity for patients to give anonymous feedback through the FFT
- Use the standard wording of the FFT question and the responses
- Include at least one follow up question which allows the opportunity to provide free text.
- Submit data to NHS England each month
- Publish results

The FFT for Heathville/Tuffley Surgery were discussed along with our results so far.

Month	Total Count	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know
Jan-15	41	35	5	1	0	0	0
Nov-14	2	2	0	0	0	0	0
Dec-14	47	44	1	1	0	1	0

The follow up question to this survey revealed some of the following answers:

“A few reasons, the doctors have always been very supportive, the reception staff are welcoming and getting an appointment is relatively easy”.

“This is an excellent GP practice. The reception staff are always friendly and helpful. It’s possible to get an appointment on the day if treatment is urgent. Treatment has been excellent, and the medical staff are excellent. I would certainly recommend the Heathville Medical Practice to friends and family”

There had been no concerning comments left, which they felt was very reassuring and reflected the practice very well.

JC recommended that the questions could be added to right hand side of prescriptions for patients to complete and hand in when they next require their medication. This was agreed a great idea.

### The Aspen Building

We asked the PPG their thoughts on the new premises and whether they thought any adjustments were needed.

- The touchscreens were not in the best place as patients who had not been to the surgery before, do not see them. This was agreed and an idea was to purchase a Stanchion to be placed by the front lobby, inviting patients to use the touchscreens.
- The barrier was still a concern, certainly during school times. Some PPG members would be happy to come on site and show a presence at the barrier during these times.
- The barrier keypad. This had been a problem since we opened as the face plate was not good and some patients could not see it effectively. The building company had agreed to change this and we had had input into which sort of new faceplate would be installed. Hopefully this would help.
- The Bus routes that operate to Aspen were still a concern. We advised we are tied with regards to the Bus Company but that we were looking into other aspects. We already had a meeting scheduled with Bev Hemming, who is the Business Development Manager for Third Sector Services. We would update the PPG once that meeting had taken place.
- Car Park Spaces. The practice advised that we were keeping an eye on who was parking at Aspen, to ensure there are enough spaces for our patients.
- Building Signage. The main entrance still required improved signage. Again this had been agreed by the Developers and the practice was awaiting confirmation.
- Heathville waiting room layout. There was a suggestion we could change the layout. We agreed to look into this.
- PPG members thought it would be a good idea to complete a small survey. This would help us get a good view on what our patients think and whether any further changes could be accommodated. Both JC and MS agreed to go to Warwick/Aspen.
- Sound Proofing at Warwick Avenue. – It was agreed this had improved vastly but the surgery said they would look at providing a small radio in the waiting room, to allow more background noise and thus distract from any consultation taking place. A music licence would also have to be obtained.

### **Action plan**

1. The practice would look into the costs of providing a Stanchion that invited patients to use the Self Check In screens.
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.
3. The barrier Keypad would be replaced as soon as possible.
4. The Aspen staff would continue to work with Stagecoach and the Third Sector Services, in respect of future additional transport solutions.
5. Building Signage – The main entrance requires clearer signage. This would be looked at with the Landlord.
6. Heathville waiting room layout – The practice would look into whether the layout could be changed without causing any hazards.
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.
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.
9. The FFT questionnaire questions would be added to the right hand side of each prescription issued.

**Next meeting 17<sup>th</sup> April at 1pm.**  
**Please let me know if you can attend.**

### **Items to be added to the next agenda due to lack of time**

One concern is that if patients are waiting more than 20 minutes past their appointment time, how do they let Reception know? Chances are if they went downstairs...they could be called?

Will the Aspen Centre be used for more proactive health issues. (Diet – Smoke Stop – Breast cancer self-examination – Prostate?)