

Patient Participation Group Meeting – Wednesday 14th October 2015 Minutes

Present

Patients: Mrs H Durn, Mrs S Packer, Mrs A Neate, Mrs S Hodges, Mr A Akbar, Mr & Mrs Rogers

Staff: Dr J Parrott (GP), Mrs A Toumi (Practice Manager), Ms H Stewart (PA to the Practice Manager)

Apologies: Mrs S Netcott, Ms S Baghirathan, Mr & Mrs Addy, Mr N Theobald

Items discussed

1. Agenda items raised by PPG members

- **No items this meeting.**

2. Agenda items raised by the practice

- **New building**

- Dr Parrott and Mrs Toumi discussed the progress of the finishing touches to the new building and answered questions from the PPG members.
- The PPG members generally expressed very positive feelings about the new building and the plans for future developments and possibilities.
- The trees in front of the Health Centre have now been taken down. This is to facilitate the completion of the pedestrian entrance to the building and work to improve the pavement just outside. Once this front area has been completed some more trees will be planted.
- The old Health Centre is currently being taken down. This will take 2-3 weeks as all parts of the building are being sorted before being taken away – the components of the building will be recycled/sold as far as possible, to reduce waste. It was agreed that it was sad to see it go, but a necessary progression.
- Once the building is gone, a car park will be built in its place. This is due to be completed by the end of the year, but it will depend on the weather as asphalt cannot set if it is too cold or damp. There will also be block paving to aid drainage.
- The Health Education room (where the meeting was held) has been fitted with cooking equipment with the aim of holding cooking classes. There are shutters which come down to hide this equipment to ensure that the room is also safe for children.
- There is ongoing work to finalise small snags here and there and some remaining teething problems, but all the facilities and services which affect patient care are up-and-running effectively.
- The Pharmacy will occupy the large space on the front corner of the Health Centre, but they have not yet moved in. It will be Easton Day&Night Pharmacy, which has a licence to open until at least 10.30pm each day. When the Health Centre is closed, the pharmacy staff will be able to control access to the premises via the front pedestrian gate.
- There will be no change to any current arrangements that patients have with pharmacies to request or collect prescriptions – an on-site pharmacy will not affect this at all.
- Currently some clinicians are collecting patients from the waiting area themselves, and some are calling them through a tannoy system. We are working towards a system which will call patients via the TV screens in the waiting area.
- These TVs will also be used to display health information and other useful information for patients.
- The consulting rooms are much bigger, and are all the same size with the exception of Dr Bowler and Dr Douglas – theirs are slightly larger as they

are GP trainers, and will be running sessions with their trainees in their rooms.

- There was a query about whether the reception desk would have any glass installed or remain open – Mrs Toumi said that we have been advised against putting glass here.
- Mr Rogers mentioned that he used to bring in magazines for the waiting area, and asked whether this would still be useful. It was agreed that we would be happy to receive them.
- Mrs Durn mentioned that from certain positions in the waiting area it was not possible to see the toilet sign – Mrs Toumi agreed to look into this.
- It was agreed that the 'Welcome tree' design in the waiting area was a very positive addition to the room. It has been mentioned that Bengali has not been included in the range of languages, but after discussion the group understood that it was not possible to include all languages and that a selection had to be made. There was agreement that the diversity of the area is a positive thing and that this tree was a reflection of that.
- There was discussion of the need to meet the necessary council regulations in the design of the building, in particular with the colours and materials used.
- Mrs Durn felt that she had had a very positive experience with the builders – they have not caused access issues and have been very considerate and helpful in their approach to the project.
- There were many paper records that needed to be transported from the old building to the new one, as we are still required to keep these for each patient. We now have a dedicated room to store these in.
- The new phone number is: 0117 2444123. Mrs Packer mentioned that she found the messages on the phone to be very quiet – Mrs Toumi agreed that we would see what we could do about this.
- The intention is to have an official opening event in spring 2016, as by this time all the outside area should have been completed.
- There is an intention to attract further services to the building (e.g. gastroscopy, physiotherapy), and some extra space has been built in to accommodate this. Unfortunately we were refused permission to provide x-rays or CAT scans here, so this will not be an option.
- The funding of the premises was queried and it was confirmed that the partners have financed the new building themselves, and the group acknowledged that this was a very significant undertaking and expressed their appreciation.

3. Any other business

- **Summary Care Record**

Mrs Durn queried what this was. It is a health record containing very minimal information about you (medication and allergies) which has been extracted from our computer records and is stored in a central database. It can only be accessed by other healthcare professionals who are treating you (for example in an out-of-hours GP surgery or A&E) and they will need to ask your permission before accessing it, unless they cannot do so (e.g. you are unconscious) and they need to treat you urgently. This will only ever be used to facilitate your care. You are automatically opted in to this service, and you are able to opt out if you would like to by asking your GP practice.

- **Named GP**

Mrs Neate queried who her named GP was, as she preferred to always see Dr Parrott. It was confirmed that we are required to allocate a named GP to all our patients, but that this does not at all restrict who they can see within the practice.

Thank you very much to everyone who attended!