

THE AVENUE SURGERY
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Minutes of Partient Participation Group Meeting
Special Meeting

25th January 2022

Present: AD
CN
JN
AP
VH

Apologies: JL SK

1. Welcome and introductions

- a. AD introduced this special meeting. The reason and the information gathering. All ideas, thoughts and reflections were welcomed. Patients had prepared for the meeting with ideas and suggestions.

2. Apologies

3. Agenda - Improvement Grant

- a. AP suggested
 - i. She has RA. Front door heavy for her and sometimes difficult to push open. She suggested an auto door or powered door.
 - ii. door knob difficult for her to turn and a push button would be ideal.
 - iii. Seating area in front garden with an accessibility appropriate bench with the right "seating height". Front garden is beautiful and provides a calm environment to wait for people worried about their immune system.
 - iv. Likes how our current waiting area is a big room and seating area spaced out around the edges and not in rows in the centre.
 - v. She is sad to see the children's play area go but understands the reasons. AD discussed this. VH as a practice manager confirmed also.
 - vi. Due to variable poor manual dexterity reasons she finds the pull chord difficult to operate in the upstairs toilet and would prefer a modern bathroom.
 - vii. More clinical rooms downstairs so patients would not have to climb stairs.
 - viii. Change of flooring suggested to modernise. Carpet would need to be replaced in hallways. VH also agreed flooring would be infection control safe if modernised to current requirements.
- b. CN suggested
 - i. A balance between modern health clinic and the traditional feel and values of an old family GP.
 - ii. Patients value that aspect of The Avenue Surgery.

- iii. CN suggested plastic skirting or something similar to ensure easy cleaning and skirting boards but also traditional look and feel.
 - iv. Downstairs bathroom with disability facilities. AD asked about baby change facilities and the group was in favour of such a facility in the bathroom so mothers would have a place to change nappies if needed (COVID restrictions).
 - v. Also suggested changes to the garden and perhaps more parking spaces. Although CN walks as very local. AD commented that the 4 bays next to the surgery have been converted a few years ago due to JL and SK writing to the council to request more parking provision for patients. These 4 bays can be parked in for maximum of an hour all through the day. The other resident bays only have restrictions between 9 and 10 am and 2 and 3 pm.
 - vi. Changes to the garden could include patient access. AD suggested a vision could be a relaxation space with accessibility appropriate seating. Perhaps a meditation zone. Also access to kitchen for patients to have tea coffee and biscuits and provide a haven. It would be an ideal space to sit and read. PPG members were in agreement.
 - vii. CN mentioned about potential bird feeders. AD added that our old pathology box had been converted into a bird feeder and attached to the garage in the garden and is now regularly used by various species of birds.
- c. JN added
- i. Many of his points have been raised already.
 - ii. Radio and music was appreciated in the waiting area. Music also helps with noise travelling from reception etc.
 - iii. Sound proofing would be a good idea when the modernisation is carried out. AD replied this would be part of the process.
- d. VH
- i. Gave her thoughts throughout the meeting and opinions as PM of a larger neighbouring practice

AD thanked everyone for their time and excellent comments. All opinions will be fed back to SK and JL.