

‘Considerate Friends’ Report with Recommendations for East Trees Health Centre

Considerate Friends are a group of unpaid family carers and disabled people who visit local services to suggest recommendations and improvements for disabled people, carers and people aged 50 and over. The project works across the Greater Fishponds area and visits started in January 2018.

The project is under the umbrella of Bristol Ageing Better and run in partnership between The Care Forum and Carers Support Centre. Carers Support Centre supports carers to volunteer for the project and organises the visits.

On 20th June 2018, a small group of Considerate Friends visited East Trees Health Centre and made the following observations and recommendations.



Did you find the venue easy to access? Score **10/10**

The automatic doors are easy to use and wide enough for a scooter or wheelchair. There is a ramp that leads into the entrance. There is a lower level reception area for people using a wheelchair or scooter. There is a lot of car park spaces, including accessible car park spaces



Were the staff easy to talk to? Score **10/10**

We met with Paul Jacobs who was very clear, friendly and patient. He allowed a lot of time for people to ask questions and gave us a thorough tour of the health centre.

Paul very kindly offered to put Carers Support Centre leaflets and newsletters out in the surgery.



Were the opening times suitable for carers? Score **10/10**

Appointments are offered:

8.30am-7.30pm on Mondays,
7.30am-8am and 8.30am-6.30pm on Wednesdays,
8.30am-6.30pm on Tuesday, Thursday and Friday,

and one Saturday morning a month.

We were impressed that the health centre is open on some Saturdays. There seems to be a lot of flexibility around times, which would suit carers in paid employment.



Would you go back again? Score **10/10**

N/A – the Considerate Friends were already registered with different GP Practices.

What was the best thing about the centre?



- The overall design of the health centre. It is very light and airy.
- The loop system (for hearing aids).
- Rooms available to the community.
- Desire to do more with the community – for example, Kafir workshop and pilates.
- Community noticeboard.

We went away with a few questions?

Q. Can blind people have assistance?

People with English as a second language (or people with a learning disability or limited education) may not be able to read the signs, is there some provision to support them to find their appointment room?

A. Of course receptionists would help anyone to their appointment whether blind, LD or English as a second language. Obviously they would have to identify themselves as needing support to reception, and someone would respond.

Q. Can carers and older people have extended appointments or book appointments before/after the person that they care for?

A. Not too sure regarding extended appointments- I think this would be down to clinicians as to whether they feel the appointment is needed.