

‘Considerate Friends’ Report with Recommendations for Fishponds 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 9th November 2018, a small group of Considerate Friends visited Fishponds Health Centre and made the following observations and recommendations.



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

There is ample parking and enough accessible parking closer to the main entrance. There is also a lot of room for drop-off. There are bus routes that go very close to the health centre.

The main door is wide and accessible and there is a lot of room in the main entrance to manoeuvre a wheelchair or other walking aid.

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

Yes, both practice managers – Paul and Sarah, took the time to speak to us and were very friendly and knowledgeable about carers. We appreciated the fact that Paul spoke to us despite also interviewing that day. Sarah gave us a detailed tour of the centre, which was extremely interesting.



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

Yes, there are out of hours' appointments.



Did you feel understood? Score **10/10**

Very much so. Both surgeries are well set up for carers, with a carers notice board and a carers register, plus a flexible appointment booking process for carers.

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



Yes, carers would if it was their surgery.

What was the best thing about the health centre?



- Understanding, kind and helpful staff.
- Chairs in the waiting room with arms on.
- Lots of space in the waiting room area.
- Carers' notice board.
- Accessible toilet.
- The fact that there are drop-in sessions for Chinese carers, plus other carers.

What would you like to see improved about the club?

- A sign to say that water is available at reception if anyone is thirsty.

In summary – We were impressed by the work that the health centre is doing for older carers in the Greater Fishponds area. The health centre is accessible and welcoming and is a good model for other health centres to learn from.