

'Considerate Friends' Report with Recommendations for Old School Surgery

Considerate Friends is a group of unpaid carers over 50 who are supported by Carers Support Centre to visit services and activities in Greater Fishponds to find out more about what is available for carers locally and to make recommendations about how services can be more carer friendly.

The project is funded by Bristol Ageing Better and fits under the umbrella of Community Champions, which is led by The Care Forum.

On Monday 20th January 2020, Considerate Friends visited Old School Surgery and made the following observations.



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

Yes. Despite limited parking, there was a space available. There is also on street parking nearby and bus stops very close to the health centre.

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

We met Sue and Julie who were very helpful and spent a good amount of time with us answering questions, showing us around and telling us about the history and current services of Old School Surgery.



Are the opening times suitable for carers?



10/10
The surgery is open from 8am - 6.30pm, Monday to Friday, allowing a range of appointment times to suit carers with varying needs.

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



Staff

seemed to completely understand why Considerate Friends were visiting and the access needs of carers, disabled people and older people.

Would you go back again?

NA – the Considerate Friends are already registered at a different surgery.

What was the best thing about the health centre?



Screen in waiting room with information.

Carers notice board.

Lots of leaflets regarding carers services and other local services.

Carers register.

New physiotherapist role to speed up the waiting times for physio.

On site pharmacy.

Friendly building with wide corridors and light colours.

Friendly staff.

Staff interested in and knowledgeable about the needs of carers. Staff well trained in this area including reception staff.

Accessible toilet and changing facility.

Dementia assessments and a specific team of staff to do this.

Referrals to other services at Fishponds surgery.

There are arms on some of the chairs in the waiting room.

No steps up to the main door.

What would you like to see improved about the health centre?

The hand towels are quite high up in the accessible toilet, which could be a challenge for people using wheelchairs. Could there be a stack of towels further down? Also, the emergency alarm is quite far away from the toilet seat. We pulled it through the handrail so that it would be closer and reachable - perhaps this could be something that the cleaners do in the mornings?

There is a push pad to press to open the main door, but two Considerate Friends did not see this as they entered and found the door heavy. Perhaps something visible on the push pad to make it more obvious?



LOTTERY FUNDED

In summary:



the care forum



Carers Support Centre

Considerate Friends found the health centre very accessible and well thought out for people who are carers, disabled, and/or older.