

'How do you view the service provided by the Practice'

OPPORTUNITIES

<p>Members of the PPG were asked: What strengths could the surgery build on, do you have any good ideas for change or development, are there any existing external opportunities that the practice is not fully utilising?</p>	<p>Practice response</p>
<ol style="list-style-type: none"> 1. Use local newspaper or booklets to release selected news items 2. Enlarge BOAHC website to make reading news quicker 3. Whilst I think the PPG is excellent and does good work I am concerned it attracts few younger patients, especially younger men. Could younger staff at the Health Centre be given time for 'brainstorming' sessions looking at how best to attract younger patients to contribute to the Health Centre in a positive way ? 4. PPG topics understandably tend to concentrate on 'illness' issues but could there occasionally be positive health sessions / evenings / days run or sponsored by the Health Centre to attract the 'currently healthy' Perhaps PPG or others would be willing to volunteer to help / organise run these. 5. Fully engage in discussion re: proposed campus to ensure Practice does not lose out on possible expansion of premises 6. Explore possibilities for expanding services by visiting specialist Consultants, e.g physiotherapy, chiropody, dermatology, audiology, ophthalmology, gynaecology also 'drop-in' minor injuries unit. 7. Expand engagements with PPG senior citizens forum and local care providers. 8. Install public address system 9. Highlight from time to time specific relevant information, surveys, PPG meetings etc. 10. Information centre for BoA Health Centre and care services collated (accessible list). One Stop shop. Linking in with CCG Care Co-ordinator. 	<p>The Practice creates a quarterly Patient Newsletter but from 1st December this will increase to bi-monthly. In the past we have used local newspapers/booklets for one off items (Leg Club news and Flu Clinic information) but we have not used this facility on a regular basis – we will look now into using this medium more often.</p> <p>We would very much welcome visiting consultants to use one of our rooms at the surgery but we are unfortunately very restricted on space, with even our own Doctors, Nurses & Admin Staff having to share rooms/desk space. The Practice is working with NHS England and Architects around possibilities for expansion but funding it is always difficult. Without support from NHS England (to increase the rent) we won't be in a position to do this but we are motivated to continue working on this project.</p> <p>We would be keen to provide a Minor-Injury Service (space allowing!), but this service is not commissioned for Primary Care to provide and is not part of the GP contract. It is carried out instead at Minor Injury Units where they have more space and the necessary equipment to deal with these sometimes complex medical needs.</p> <p>The Practice is in talks with the Senior Citizens Forum to create a 'meet the Doctors' event in Summer 2015.</p>