

PATIENT PARTICIPATION MEETING TUESDAY 23rd FEBRUARY 2016

In attendance:

Penny's Hill Practice staff:

Dr Emma Richards (GP Partner), Maria Kay (Practice Manager), Jacqui Balston (Deputy Practice Manager), Diane Davies (Data Team).

PPG Members:

Graham Hustings, Jennifer Jenkins, Steve Jones, Ronald McConkie, Robin Nouch, Sally Parkinson, David Parkinson, David Rogers, Edouard Sefton, Raymond Standing, Michael Stroud, Malcolm Young.

Apologies:

Angela Evans, Frances Kelland, John Kelland, Michael Kidman, Mike Pegram, Pauline Reynolds, Deborah Sears.

Agenda:

1. Welcome/Apologies
 2. Points from previous meeting
 3. Dementia Friendly Practice update
 4. Feedback from Friends and Family surveys
 5. Extended Hours: correction under number 4 extended hours should read 7-8am
6.30-7.30pm
 6. Staff changes
 7. Electronic Prescribing
 8. Points to take forward
 9. AOB
 10. Date of next meeting
-
1. Maria Kay opened the meeting and welcomed the group and introduced the panel. Maria confirmed that the minutes had been checked, from the last meeting and priority areas had been picked out.
 2. Points from previous meeting:
MK pointed out the correction made regarding the extended hours which should have read, 7-8am and 6.30-7.30pm
 3. Dementia Friendly update:
Dr Richards went through all that the practice has been doing to make the practice more dementia friendly i.e. new signage which has now been put up, new toilet seats in Red, lighting and seating, and we have applied for a grant for an

automatic opener for the door between the waiting room and the doctors consulting rooms.

Staff have had Dementia awareness training. Dorset CCG is encouraging patients to be more active. Ferndown Leisure Centre is increasing the awareness of dementia and is offering a dementia swim. Their action plan leaflet was handed out and is also available in reception. The practice is looking into arranging a trainer to come in for Dementia awareness and members of the Patient Participation Group and Friends of the Practice were invited to put their name forward if they wished to attend.

A flip chart has been set up demonstrating the progress the practice has made in meeting recommended adjustments to become a Dementia friendly environment. The patients were invited to view it afterwards.

4. Feedback from Friend and Family surveys: Comments were read out and the majority were positive. Regarding the request for a water machine in the waiting area, Maria explained this had been mentioned before and the Practice feels it is not appropriate. However should a patient need a drink of water they can ask at reception and will be provided with one. One comment by a patient said they thought we should charge a small fee.

5. Extended Hours:

Extended hours were agreed from the last meeting and the virtual survey indicated Mondays had the unanimous vote. Therefore, as of the 29th February Dr Richards will be doing extended hours on Monday 7am – 8am. This replaces Dr Richards extended hours on Tuesday evening. We still offer extended hours on Tuesday morning, Tuesday and Thursday evenings.

6. Staff changes/new:

Dr Hannah Wells left the practice on 4th February and has gone to a practice in Boscombe. A cover locum Dr Raha is covering on a Wednesday 9.30am – 6.30pm and can see any patients.

Dr Julian Strauss is retiring on 30th June 2016.

Nurse Diane Blackham retired on 9th February 2016.

Tracey Plain and Angie Walker have joined as Receptionists.

7. Electronic Prescribing update:

We went live on the 13th January, this affects patients that have nominated pharmacy, and this is working well. If patients would like to have their medication sent electronically to a pharmacy for them to collect they will need to tell us the nominated pharmacy of their choice.

The practice has had a meeting with the local pharmacies. Please be aware that the time frame is still 48 hours to process a request within the Practice and please check with your individual pharmacy how long it will take to dispense the medication. A notice will be placed in the waiting room and on the website to this effect.

8. Points to take forward:

9. AOB:

PPG member commented that when making an appointment on line there is a 10 day wait? This will be investigated.

If you phone in for an appointment there is usually a shorter wait if you are prepared to see a locum GP, if your usual doctor is on holiday.

PPG member asked if there were many patients that did not arrive – it is usually 1 per session/week. Christmas and New Year is the only other time we find more patients cancel.

PPG member complained about the state of the toilet by reception, there was no toilet roll or paper towels, explained to the receptionist and was told to use the disabled toilets and was not very helpful. MK explained when Tesco toilets were out of order the general public did use them she will investigate and apologise on behalf of the Practice.

PPG member asked if replacing Dr Wells would there be more GP's? The practice is working towards having more GPs by the end of the year; information will be released nearer Dr Strauss retirement.

PPG member commented about the doctors' holidays. Are they on a holiday rota? Yes there is a rota. Dr Richards explained that their holiday is worked out on a number of sessions worked. Most GP's have families and do like to take school holidays off. However, only a small number of GP's will ever be on holiday at the same time and patients can ask to see another GP/Locum rather than wait for their own GP to come back. If it is an emergency mention it to the receptionist who may be able to offer a more suitable appointment.

PPG member asked about the lighting in the reception area. The Practice is in the process of changing to LED lights.

Maria thanked everyone for coming out and the date for the next meeting was discussed.

Date of next meeting: Wednesday 8th June 2016 at 6.30pm.

PATIENT PARTICIPATION MEETING TUESDAY 20 OCTOBER 2015

In attendance:

Penny's Hill Practice staff:

Dr Anna Popova (GP Partner), Maria Kay (Practice Manager), Jacqui Balston (Deputy Practice Manager), Lynette Bouchex (Deputy Practice Manager), Diane Davies (Data team).

PPG members:

Ken Orman, Angela Evans, Raymond Standing, Michael Stroud, Marilyn Adcock, Richard Staple, Steve Jones, David Rogers, D Harrison, Edouard Sefton.

Apologies:

Steve Walker, Geoff Voisey, Jennifer Jenkins, Christine Iley.

Agenda:

1. Welcome/Apologies
2. Points from previous meeting
3. Feedback from Friends and Family surveys
4. Extended hours
5. New staff
6. Update on Electronic Prescribing:
 - Collection of nominated pharmacies for new patients and confirmation from existing patients
7. Update on vaccination clinics: (On line appointment booking and invites to join the PPG given at the clinics)
 - Men ACWY
 - Child flu
 - Seasonal Flu clinics plus pulse checking for Atrial Fibrillation
 - Pneumonia
 - Shingles
8. Any other business
9. Points to take forward
10. Date and time of next meeting

1. Maria Kay opened the meeting and welcomed the group and introduced the panel. Maria confirmed that the minutes had been checked, from the last meeting, and that the priority areas had been picked out.

2. Points from the previous meeting

- Pathway to the surgery. Orchid House did not want to participate in surveys and as it's a shared area we are unable to proceed any further.
- Working towards Dementia friendly practice. We have been in contact with Wessex Academic science network who have been tasked with helping surgeries become dementia friendly.
- The old Perry's opticians has been re-let to Merrifield Podiatry who offer a private podiatry service and will open for business soon. Jason Rendell (private podiatry) will continue to attend at the practice on a Tuesday afternoon.

3. Feedback from Friends and Family surveys- The following comments were read out:

- "Please provide home visits to those that need it". We do provide a home visit service to those that need it. Any patient can request this; it would then be triaged by their GP. Our GP's do home visits every day, if necessary.
- "Bring back blood tests". Recently we have only been able to offer appointments to our more frail patients due to staff sickness/absence. We have had an increase in appointments so it's always worth asking for availability.
- "If my GP is unavailable why can't I see someone else"? We do run a personal list here, but receptionists are trained to triage appointment requests to see how urgent it is. We will always offer an appointment for an urgent cause. We do have Dr Wells who can see all patients who works Wednesdays and Thursdays.

4. Extended hours:

At the moment we are offering an extended hours service. These appointments are outside of the usual surgery times. They are;

- Tuesdays 7.30-8.30am
- Tuesdays 6.30-7.30pm
- Thursdays 6.30-7.30pm

One of our GP's would like to change the hours they offer to either Monday or Wednesday morning. A show of hands was requested and Monday was the majority. **Motion was carried for Monday morning.**

5. New staff:

We have a new HCA (Health care assistant) Elizabeth Crowther, who will be with us for one year, she is currently undertaking training. Our phlebotomist, Debbie Ashford is also undertaking training for Healthcare certification. We will also be having a new practice nurse starting on 1st December, Tracy Newman. We are very fortunate to have Tracy join us as she is a very experienced community nurse. She will also be undertaking training in practice nursing.

6. Electronic prescribing:

All practices need to be running this service by the end of 2016. We will be 'going live' with this on 13th January. People need to sign up with their choice of pharmacy. Patients may have changed their mind since chemists first started asking for nominations and maybe quite pro-active in trying to obtain consent, but it is individual choice as to which pharmacy they nominate.

7. Vaccination clinics:

We have quite a lot of clinics running at the moment. We have various flu clinics booked and we will be allocating later clinics for workers. Next week we will be running a child flu clinic and next month we have a pneumonia clinic. The MEN ACWY (meningitis) was rolled out in August and we managed to immunise most of our eligible students before they started university. Meningitis is still quite a rare disease and unlikely that most people will come

into contact with it. Our shingles clinics are also running now, there are certain age criteria, so please ask at reception to see if you qualify.

8. AOB

- We had to stop ear syringing over the summer months due to staff sickness. We were referring patients, instead, to Wimborne Hospital, but there was unfortunately a long waiting list. We now have 2 nurses who are currently undertaking training for this.
- Moles need to be looked at by the GP, our nurses do not have dermatological training.
- Our new asthma/COPD nurse (Glynnis Smith) is now here regularly, but we are sorry to see Chris Ennor go.
- One PPG member asked if we could have a special Urology clinic, but individual clinics use a lot of resources. We do offer appointments for over 75 patients and any problems could be discussed then. If you are unhappy discussing personal problems with your own GP, you can always request either a female/male GP.
- Receptionists have been announcing their names on the phone and this seems to be a welcome addition to our service. PPG members appreciated knowing who they were talking to.
- The PPG members present commented that there were less people at this meeting than usual and asked how we had advertised the meeting. We randomly invite 50 members via email. We would not be able to invite everybody as the practice isn't big enough for all the members. The dates are put onto our website and everybody is welcome. Any recommendations on how we could advertise better or when meetings could be held would be welcomed.
- A question was asked about Online appointment booking. This needs to be signed up for, you would need to come in with ID and complete a form.

Maria thanked everyone for coming out and the date for the next meeting was discussed.

Date of next meeting: Thursday 4 February 2016 at 6.30pm.

**PATIENT PARTICIPATION MEETING MINUTES
WEDNESDAY 20 MAY 2015**

In attendance:

Penny's Hill Practice staff-

Maria Kay (Practice Manager), Jacqui Balston (Assistant Practice Manager), Lynette Bouchex (Operations manager)

PPG members-

Marilyn Adcock, Dianne Cook, Angela Evans, Jennifer Jenkins, Steve Jones, Frances & John Kelland, Peter Kerr, Michael Martin, Ronald McConkie, Keith Meredith, Linda & Nigel Murgatroyd, Robin Nouch, Sally & David Parkinson, Mike Pegram, Pauline Reynolds, David Rogers, Edouard Sefton, Alan Sirs, Raymond Standing, Richard Staple, Michael Stroud, Geoff Voisey, Diana Waldron, Steven Walker, Brian Wilcox, Malcolm Young, Lynn & Tom Wilson, Iris Lynch, Brian Wood, Heather Barnsley, Nicki Redwood

Apologies-

Norman Gribbens, Patricia Pratt, Debbie Sears

Agenda

1. Welcome
2. Actions arising from previous meeting-
Areas brought forward from last meeting-
 - Update re : Pathway to Surgery for disabled
 - Dementia Friendly Practice/Dementia awareness week
3. Staff changes
4. Partner changes-
 - Retiring partner : Dr Geoff Ottley
 - New partner : Dr Aruna Muthu WEF 1 July 2015
5. Friends and Family-update
6. AOB

1. Maria Kay welcomed the group and introduced the panel. Apologies were received from Dr Geoff Hamp and Sister Sue Morse. She confirmed that the minutes had been checked, from the last meeting, and the priority areas had been picked out.

2. Actions arising from the previous meeting

- Pathway to the surgery
We have received a quote for the pathway (which will run alongside the trees) this was £6000 to do the work; there would be an additional cost of £500 approx. for the zebra crossing. It was suggested we try to get a more competitive quote. There are no grants available, we sent a 10 page document to the local authority, but no reply has been received, we are chasing this. It was suggested that we look into claiming back the VAT, but we are unable to do this as we are not VAT registered. We need to carry out a survey to see how many people would use the path and ask if people would be prepared to cross over to access it. An in house survey was agreed and the

Friends of the Practice have offered to help. A draft will be emailed out to the PPG group for ideas.

- **Dementia friendly practice**

We are working towards making our practice dementia friendly. We are looking into coloured doorways and walkways. We are in the process of researching prices; our GP lead is overseeing this. This current week is national dementia week; it affects many families in many ways. Our surgery does run memory assessment clinics, which could help people with confidence. Access to these clinics can be obtained through your GP or ask at the front desk.

3. Staff changes

Our IT co-ordinator, Kathryn Owen, is retiring, unfortunately she couldn't come tonight. She will be replaced by a full time member and will look after data/admin. We are also recruiting for a receptionist and will be interviewing on Friday. We have a new nurse for 20 hours a week, her name is Amanda Crompton and when she completes her training she will be able to do more.

4. Partner changes

Dr Ottley will be retiring after 30 years and will be replaced by Dr Muthu on 1 July. Dr Muthu comes highly recommended and we would like people to give her a try. Partners go through a rigorous checking process, there is currently a recruitment crisis for GP's, but we always pick the best candidate. We aren't obliged to write to everyone when a GP retires but there will be continuity of care. Dr Sastry and Dr Popova will be reducing one session each and we will write to the patients being moved. It is not a good use of resources to write to everyone. There is no easy way of choosing who moves and it will be the patients who joined last. We are asking patients to try their new Doctor for 6 months before asking to change.

Chris Ennor is retiring in October. She has a huge amount of experience and has built up her skill over 30 years. We have advertised for a replacement, but didn't get a big response but we will keep looking.

We are trying hard to take on trainee Doctors to sell GP Practices as a career. We are trying to provide as many services as we can here to benefit our patients.

5. Friends and Family update

We have had a good response and thank you to the Friends of the Practice for getting this off the ground. We have submitted the results and we have had some positive comments about call answering and appointment availability. We did get a few negative comments. With our new phlebotomist we can provide a small service for patients unable to get to the hospitals. We do review appointments regularly and keep an eye on numbers. The survey also reported favourably on phlebotomy.

6. AOB

In July we will be reviewing our extended hours, we will be advising of any changes.

Saturday opening is not an option at the moment as recruitment is a problem for week-end working. There is support when we are not open; the 111 service is available evening and

week-ends. Information is on our website. More clinics have been discussed and the CCG have given us restrictions and we are looking into it.

Some members thought that there is a lack of privacy at the front desk and that some patients show a lack of discretion. Suggestions were made, i.e line to wait behind and acoustic screens, but our GP's are not keen on 'barriers' and don't want to lose the open feel. It will be interesting to see what CQC make of our confidentiality.

One member reported issues with booking appointments through the online booking service. Some Doctors are more popular than others, so this will make a difference, but it was pointed out that this service is not designed for booking urgent/on the day appointments. The PPG were asked if they felt there are currently enough online appointments and it was confirmed that the management team are reviewing the number of available online appointments on a regular basis.

One of the PPG members said they were able to book very quickly the first time they used it.

Please let the Practice Manager know if you are having any issues with our online services.

Enquiries were made regarding Chiropody services. This is no longer available on the NHS, but we do have a private Chiropodist who works out of the surgery and we have his cards on front desk.

We are still experiencing 'no shows' for appointments, but it is reducing. We do record these. We did have a few people not arrive for our recent shingles clinic. We are still sending text message reminders for appointments.

Date of next meeting: TBC

Name:	Jacqui Balston
Company name:	Penny's Hill Practice
Address:	Ferndown Medical Centre St Mary's Road Ferndown Dorset BH22 9HB
Telephone:	07453 0322838
Email:	

Date: 13/02/2016

Quote No: PHP13216

Work Order:

QUOTATION

Department: Accounts

Re: AmariBond Signs

QUANTITY	DESCRIPTION	PRICE
2	To supply 8" x 8" 3mm AmariBond Signs with Vinyl Graphics TOILET with TOILET & UNISEX	£18.50
1	To supply 8" x 8" 3mm AmariBond Signs with Vinyl Graphics TOILET with TOILET & UNISEX with ARROW	£9.25
2	To supply 8" x 8" 3mm AmariBond Signs with Vinyl Graphics TOILET UNISEX MALE & FEMALE	£18.50
2	To supply 12" x 8" 3mm AmariBond Signs with Vinyl Graphics WAY OUT with ARROW	£31.00
2	To supply 12" x 8" 3mm AmariBond Signs with Vinyl Graphics TO THE WAITING ROOM	£31.00
1	To supply 12" x 8" 3mm AmariBond Signs with Vinyl Graphics TO THE DOCTORS	£15.50

Signed _____

Date: _____

DEPOSIT
SUB TOTAL

TOTAL DUE **£123.75**

Window Graphics • Banners • Signage • A Boards • Projecting Signs • Illuminated Boxes • Exhibition Stands

Thank you for shopping at Unforgettable.org. This email is to confirm that your order has been successfully placed.

Attachment 2

ias

We will let you know when your order has been dispatched. If your order contains multiple vendors we will notify you separately of each shipment. Packages are usually dispatched within a working day of receiving the order.

[Click here](#) to log into your account and track your order.

Your order confirmation is below. Thank you again for your business.

Your Order #100000992 (placed on 17 February 2016 17:27:49 GMT)

Billing Information:

Ms. Jacqui Balston
Penny Hill's Practice
Ferndown Medical Centre
St Mary's Road
Ferndown, Dorset, BH22 9HB
United Kingdom
T: 01202 897 200

Payment Method:

Purchase Order

Purchase Order Number: 0017

Shipping Information:

Ms. Jacqui Balston
Penny Hill's Practice
Ferndown Medical Centre
St Mary's Road
Ferndown, Dorset, BH22 9HB
United Kingdom
T: 01202 897 200

Shipping Method:

Shipping - 3-5 Days

Item	SKU	Qty	Subtotal
Raised toilet seat - Red (50mm)	F0810	1	Excl. VAT: £35 Incl. VAT: £42
Toilet seat - Red	F0800	1	Excl. VAT: £25 Incl. VAT: £30
	Subtotal (Excl.Tax)		£60
	Subtotal (Incl.Tax)		£72
	Delivery		£4
	VAT		£12
	Grand Total		£76.

Want to change or cancel your order?

Blood Tests

We are delighted to offer a limited number of blood tests at the surgery.

Unfortunately this is not yet enough to fully meet the demand and so you may often find it is quicker to use one of the local hospitals, see below for details (for example, the open access at Christchurch often does not have a wait early afternoon).

Sometimes your test can only be taken at the hospital and you will be advised of this if appropriate.

While you are welcome to have your blood tests here, we hope you will continue to use the hospital if possible, to allow our more elderly and less mobile patients and those without transport to have priority in the surgery.

We hope in the future to be able to expand this service to improve access to all our patients and will keep you informed about developments.

Hospital details-

Walk in-no appointment necessary

Bournemouth Monday-Friday 8.00am-4.30pm

Christchurch Monday-Friday 9.00am-3.30pm

Appointment only

Wimborne-01202 856471 Tuesday-Thursday 8.00am-11.45am

(appointment booking line open Monday to Friday 9.30am-12.00pm)

Poole-01202 448087 Monday-Friday 7.30am-4.40pm

Boots-Dolphin Centre, Poole-01202 448087 Monday –Friday 8.45am-11.15am

On 10 Feb 2016, at 16:52, mail@mysurgeryintranet.co.uk wrote:

Extended hours by GP's.

Point 4 of the minutes from the Patient Participation Group meeting on 20th October 2015

During the meeting in October the Practice Manager advised that one of the partners would like to change the day on which extended hours were offered to either a Monday or a Wednesday. These appointments are outside of the usual surgery times. They are currently:-

- Tuesdays 7.30 - 8.30am
- Tuesdays 6.30 - 7.30 pm
- Thursdays 6.30 - 7.30pm

It is felt that changing the extended hours to a different day provided more choice for our patients.

A show of hands by all present at the PPG meeting gave a clear indication that Monday was the preferred day.

'The purpose of extended hours is for practices to provide appointment at times outside of core contracted hours to allow patients to attend the practice as a time when it is more convenient to them'.

To ensure we receive a wider feedback from more of our patients, we now ask you, our 'virtual' group of Patient Participation Members who have historically answered questions to provide the Practice with feedback as well as the patients that always attend the meetings.

Please will you kindly reply to this email that you agree with the motion carried in the minutes and confirm that Monday is the preferred day.

For the full minutes please see the Pennys' Hill Practice website.

Proposed change to Extended Hours survey – patient comments

Totally agree with the proposal to have extended hours on a Monday, as people may have coped with a problem over a weekend and the extra hours would facilitate greater number being seen on that day.

I am happy with the motion and agree Monday is the best day.

Yes both my wife and I agree that Monday is our preferred late night appointments.
Thank you for asking us.

Thank you for your email and I confirm that I agree with the motion changing the day for extended hours and confirm that I agree Monday is the preferred day.

Yes Monday would be my preferred day
Many thanks

I agree with the motion that Monday is the preferred Day

Fine by me.

To whom it may concern,
I agree that extended hours on a Monday evening would be acceptable.
Regards,

, I agree with the motion regarding changing the opening hours.

Yes i do agree with Monday

I agree with the motion carried in the minutes and confirm that Monday is the preferred day.

As requested in your email of 10th February, please note that I agree with the motion that confirmed that Monday should be the preferred day for extended hours appointments
Any extended hours are welcome , so the proposal for Monday is the best as the weekend usually produces an extra large amount persons wanting appointments .
rgds Maurice .

I do not use the out of hours service. I am happy for the majority view to prevail.

Agree
Thank you

Agreed – this makes particular sense as the weekend availability is so limited.

I agree

I agree that Monday would be my preferred day.

Yes, I agree that a change of day is most acceptable and Monday would seem to be the preferred one.
Kind regards,

This is to confirm that further to the PPG group meeting on 20th October, 2015; that Michael Stroud and myself, both agreed to the Extended hours being changed to Monday's' as being the preferred day of choice.

Thank you for your report, We would like to confirm the extended hours be Monday

Both David Richards and Carol Richards agree with this proposal as it means there is better cover for patients and the relevant doctor(s) are in agreement.

Both my wife and I agree that Monday's can be the preferred day for extended hours opening.

I confirm that Monday is preferred day

Thank you for the email I have just received and confirm my agreement with the passing of the motion regarding Mondays!.

Totally in agreement with the Monday extended hours , and the other days and times.

I fully concur with the view that extended opening hours should be on Mondays

Thank you for the mail. I have no preference as to which date should be given save that it should benefit both the doctors and the patients. As you suggest that Monday would be most beneficial I think that possibly a trial should be arranged so that you can determine that this would be beneficial.

Thankyou. Monday is a good choice.

I agree with the motion and Monday is the preferred day.

Yes I agree to Monday being the Extended Hours day.

Yes I agree with the changes

Yes, I agree with the proposal to change the day to a Monday

I agree to the motion.

I agree with motion and agree Monday is the preferred day

I am supportive of the request.

I would like to add that it may be preferable if extended hours appointments could be used by patients with a real need for such an appointment rather than those who find it mildly convenient or a way of getting an earlier appointment. If there were to be a preference for working people over retired for instance, it could be administered simply by publicity, rather than creating an overhead for staff. I am sure the practice team would have a view on this.

I agree the confirmed day to be Monday

I agree with this motion although we personally are able to attend appointments in the usual hours.
Many Thanks

any day or time outside normal working hours is welcome to allow working people to see a doctor without having to take time off

Yes agreed

Monday is OK by me.

Monday OK

I agree with the decision of the group

Thank you

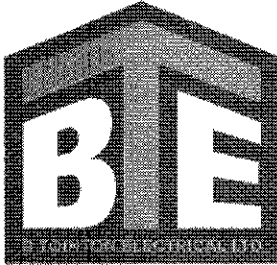
Agree with motion that Monday is the preferred day

Monday is fine with me

I agree that Monday would be the preferred day for extended hours

Survey of the Practice environment for Dementia at Penny's Hill Practice

	Patient 1	Patient 2	Patient 3	Patient 4	Patient 5	Patient 6	Patient 7	Patient 8
Please tell me how you feel about our waiting /reception area?	Satisfied	Open and Airy	Good	Excellent	Bright comfortable seating plenty of room clean& tidy	Quite satisfied	comfortable & bright	fine
Do you have any access problems at the surgery?	No Parking	None	No	No	No	No	sometimes easier than others	yes I feel the doors should automatic ally open
Can you give us an example of a time when you have felt the care you have received has been unhelpful or lacked understanding?	Not so far	Never	No	None	only at previous surgery	No	No	No
Do you feel involved in making decisions about your care or treatment?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	yes
Do you feel the doctors take seriously any concerns you raise?	Yes	Yes	Yes	Yes	yes	Yes	don't know	definitely
How do you rate Dementia care at our GP surgery?	Satisfactory	Excellent	Good	Good	Don't know	satisfactory	don't know	good



Quotation

FAO: Penny's Hill Practice
C/O Maria Kay
St Mary's Road
Ferndown
Dorset, BH22 9HB

Quote Ref: Q00105-1
Date: 25.03.2016

Dear Maria,

RE: Toilet Lighting

B Tointon Electrical Ltd is pleased to provide the following quote in response to your recent enquiry. All prices are valid for a period of 3 months from the date of this quote.

Scope of works:

Toilet 1

- Replace old light fitting with 1 x round LED fitting with built in motion sensor
- By-pass and blank off existing light switch

Toilet 2

- Replace old light fitting with 1 x round LED fitting with built in motion sensor
- By-pass and blank off existing light switch

Sub Total	£130.00
VAT	£26.00
TOTAL	£156.00

Should you have any queries regarding any of the above, please do not hesitate to contact me. I look forward to hearing from you with in due course.

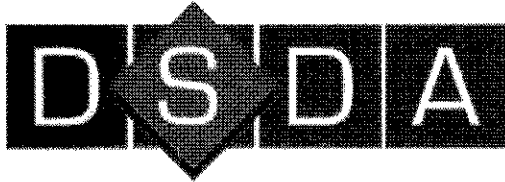
Many thanks

Ben Tointon

B Tointon Electrical Ltd

369 Sopwith Crescent } Merley } Wimborne } Dorset } BH21 1XH

M 07986 701901 } E info@tointonelectrical.co.uk } W www.tointonelectrical.co.uk



DORSET STEEL DOORS & ALUMINIUM LTD

Unit 11 Freeland Park, Wareham Road
Lytchett Matravers, Poole, Dorset BH16 6FH
Telephone: 01202 623505
Email: info@dsla.co
www.dsla.co

ATTENTION:	Jacqui Balston	COMPANY:	Penny's Hill Practice
TELEPHONE:	01202 897200	EMAIL:	Jacqui.balston@dorset.nhs.uk
QUOTATION:	DSDA634	DATE:	22/02/16
SITE/PROJECT NAME:	Penny's Hill Practice		

Dear Jacqui,

Thank you for your enquiry on the above project. We enclose herewith our proposal price.

To complete all works in schedule below £2200.00+ VAT

We wish you success with your project and hope that we may be of further service to you.

Yours sincerely

Mark House
Dorset Steel Doors and Aluminium Ltd

SUBJECT TO DSDA TERMS AND CONDITIONS
GOODS REMAIN THE PROPERTY OF DSDA UNTIL PAID FOR IN FULL
PAYMENT TERMS: To be agreed on placement of order



PRODUCT DESCRIPTION: Premier Swing – 1 Automatic Door Operator

Premier Swing-1 Door Operator with 716mm aluminium cover in SAA finish.

Surface mounted to the face of transom above the door. To come complete with the following components:

- 1) Programme Selector PS4-C Key. 4 Position Key switch.
- 2) Back box for key switch, for surface applications.
- 3) Extension control board.
- 4) push pads for entry and exit through the doorway (TBC).
- 5) Eyetech safety top rail sensors inside and outside. These send out infra red curtains so that the doors do not open or close against pedestrian traffic. This conforms to BS7036.
- 6) Push arm system to be mounted on the top rail of the doors. (doors open outwards)
- 7) 12 month warranty period (which commences from operator installation date)
- 8) Installation during normal working hours (i.e. Monday - Friday daytime)

TOTAL LOCATION INVESTMENT: £2,200.00 + VAT

DELIVERY:

Standard delivery currently stands at 3 – 4 weeks from receipt of order and full confirmation of specification required.

EXTRA OVERS:

Finger guard device - **£135.00 + VAT each**

BY OTHERS:

13AMP switched fuse spur; To be fitted within 1 metre of the operator position. (To be installed and live at the time of installation, return visits to commission will be charged as extra)



TERMS & CONDITIONS OF SALE

- 1) DSDA Ltd. 12 month Warranty Period commences on the installation date (whether complete or not)
- 2) If the Warranty Period is required to be extended (up to a maximum of 6 Months) and to run from the Main Contractors Final Handover, this can be done at an additional cost of £150.00 Plus VAT. Then an interim service visit will be carried out by DSDA after 12 months from the installation date.
- 3) Payment Terms are Strictly 30 Days from Invoice Date.
- 4) If the Installation Date is put back due to no fault of DSDA Ltd. We will submit our invoice for the materials that have been purchased for the installation.
- 5) If a return visit is required to due to not fault of DSDA Ltd then an extra charge will be made, the cost charged will depend on the location of the site.
- 6) The Materials invoice will be due for payment within our 30 Day Payment Terms. (Even if the installation has still not been carried out).
- 7) If a Current Credit Account is not active then a Deposit of 50% of the Contract Value will be payable at the time of placing the Order.
- 8) The floor should be completely finished and perfectly level for the full area of both sliding and swinging door movement. Carpet thickness should be taken into consideration and our engineers should be advised at time of installation. (return visits for adjustments will be invoiced)
- 9) Our standard lead time for door and frame installations is normally 6 – 8 weeks, for automatic operators is normally 3 – 4 weeks.
- 10) For automatic door installations:
 - a) The Power Supply (13 amp Switched Fused Spur) should be installed prior to our installation date.
 - b) The program selector is normally installed in/on the operator cover or in the frame jamb, if you require the selector installing elsewhere on the door frame our engineer should be informed at time of installation. (return visits for alteration will be invoiced)
 - c) The specification sheet and door swinging direction sheet (if applicable) should be returned as soon as possible to confirm all off the details are correct.

Please sign and return a copy of this with your Official Order to confirm your acceptance of these terms. (If any of the above is not acceptable please contact our office to discuss and hopefully resolve, both parties will need to agree any changes)

Signature: **Print:**

Date:

18th February 2016

Penny Hill Surgery
St Mary's Road
Ferndown
Dorset
BH22 9HB

Quotation Number CRO19868MJW Ver 1.00

Dear Sir / Madam

Re: Installation of New Automatic Door Operator, Door to Doctors Corridor, Penny Hill Surgery.

Further to our recent site visit, I take pleasure in submitting for your consideration our recommendation for the work as detailed below. We trust that we have interpreted your requirements correctly, however please read the specification carefully, and if you require any further information, clarification or assistance please do not hesitate to contact us.

1. Project Overview:

- 1.1 We have made the provision to supply, install and commission a new BS EN 16005 automatic door operator to the door from the waiting room to the doctor's corridor as detailed within the following project specification.

2. Automatic Door Operator Specification:

- 2.1 It is proposed that a new Neptis 16005 250Kg heavy duty automatic door operator with slide channel pull arm shall be installed on the door from the waiting room through to the doctor's corridor. The unit shall be wall mounted above the door and shall provide the automatic upon and closing of the door upon activation.

3. Activation Method for Automatic Door Operator:

- 3.1 We shall supply, install and configure the following DDA activation components to allow the users to active the automatic door operator:

- Waiting Room Side: One wall mounted wireless DDA push pad
- Doctors Corridor Side: Two pillar mounted wireless DDA push pads

4. Safety Sensors for Automatic Door Operator:

- 4.1 The following DDA approved safety protection sensors shall be installed to prevent injury during to automatic operation of the door.

- Internal Topscan infra-red safety sensor fitted on the opening face of the door leaf
- External Topscan infra-red safety sensor on the closing face of the door leaf

The above sensor will engage when a person or object is detected within the safety field and pause / reverse the operation of the door to help prevent injury.

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5. Electrical Requirements:

- 5.1 Please note that the new door operator shall require the installation of a suitable electrical supply. This should be a 13A switched fused spur outlet positioned within 0.5m the door operator location. We have made no provision to install this electrical supply; this should be arranged locally prior to the start of this installation.

6. Additional Items:

- 6.1 The existing latch will be fixed back to allow the door to open freely when the operator is activated.

7. Further information:

- 7.1 During the installation we will require un-hindered access to the door. There will be a period of 1 hour during the works where the door will need to be locked closed to allow installation for the pull arm. We would suggest that if possible an alternative route through to the corridor is used whilst the work is being carried out.
- 7.2 All works will be carried out in accordance with the BS EN 16005 ADSA guidelines.

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8. Project Pricing:

8.1 To carry out the works as detailed within the project overview:

Item:	Description:	Price (Exc. VAT):
1	To supply, install and commission a new automatic door operator as detailed within the project overview:	£1,948.70

If you are obtaining other quotations for these works and the pricing of these quotations differs from this one, then please ensure that the other quotations and specifications relate to a 'like for like' solution and that any equipment is equivalent to that detailed within this proposal. Should you have any queries in relation to this please do not hesitate to contact us.

Standard Requirements

We will require complete and un-hindered access to the area of work for the duration of the installation. Works will be carried out during normal working hours; Monday to Friday 09:00 – 17:00 hours. Please note that any delays incurred due to disruption that is beyond our reasonable control may result in additional charges being applied.

Asbestos Awareness

It is possible that certain areas of the site may contain asbestos. Whilst all our operatives have received training relating to asbestos we shall therefore require access to a copy of the official site asbestos register prior to any works commencing.

Materials

In certain circumstances the materials specified as part of this proposal may be specialized or non-stock items and therefore subject to a lead time from our supplier. We therefore request that you provide us with as much notice as possible in advance of the required installation timescales.

Guarantee

A workmanship warranty of 12 months on the labour element of the works is provided as standard and commences on the date on which the project is signed off by the client.

All materials are supplied with the standard manufacturer's warranty. Croma Locksmiths and Security Solutions provide no warranty in addition to this unless specifically stated.

Any warranty may become void if any monies due remain outstanding after the agreed payment term or if there is evidence of third party intervention in relation to the system originally installed.

Validity

This quotation is valid for 60 days.

Additional Quotations

There are no additional quotations associated with this installation.

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Faulty Equipment and Response Time

In the event of the installed equipment failing to operate or failing to operate in the correct manner, we will respond to the incident with a telephone call within 4 hours and a site visit within 72 hours of the event being reported. All response telephone calls and site visits are excluded from out of hour's periods which are 5pm-8:30am Mon – Fri, Weekends, and any public holidays. All fault calls must be reported on the official telephone number 0800 096 0030.

Any equipment which fails within the manufactures guarantee is subject to the part being removed and sent back to the manufacture for assessment on why the equipment is faulty. We are not liable to install any temporary or replacement materials whilst this process is being carried out. If the manufacturer deems the fault or failure due to misuse or operation in breach of the purpose for which the product is designed then we will provide a written quotation to supply and install a replacement part.

Risk Assessment / Method Statement

We will provide a Risk Assessment and Method Statement for the installation which the engineer(s) will carry during the works. If you require site specific Risk Assessment and Method Statements then please advise us of this in advance to the works commencing.

Site Specific Requirements

The installation engineers carry CSCS cards, if there are any other site requirements other than carrying CSCS card please inform us of the relevant requirements prior to the installation date.

If the information is not passed on a charge will billed at our standard hourly rate to cover traveling and anytime on site.

Payment

On completion of the works an application for payment will be made. Payment is required within 30 days of submission of the invoice subject to the current terms of your credit account.

If we can be of any further assistance please do not hesitate to contact us.

Yours sincerely,

M Whittaker (BEng Hons)

Tel: 01329 822282 Opt 2

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