

Teddington Pools & Fitness Centre Hydrotherapy Pool User Group

Notes of meeting held on 9 May 2016

Present: Jean Jacob Richmond Back Pain Group
Do Heath Physiotherapist
Lee Reeves Deputy Centre Manager, Teddington Pools & Fitness Centre
Colin Sinclair Head of Sport & Fitness

Apologies: Caroline McGuire

Action

1 Notes of last meeting held on 2 November 2015

- (i) There was discussion about reporting of incidents and accidents.
Richmond Back Pain Group still needs to put a system in place. JJ
It was suggested that as Teddington Pools & Fitness Centre have to file a report, this could be signed by all parties involved. LR/JJ
It was suggested that reports could be completed online.
- (ii) Fire evacuations had been carried out for each group. For patients who had to sit outside, it was suggested that some benches could be provided.
LR would investigate new benches. JJ suggested these should be hip height. LR
- (iii) Change overs using changing rooms. It was felt that the lockers were too small to accommodate certain item.
- (iv) The rubbish bin screens had been installed. Sometimes the bins were left out – so it was suggested that a boundary line be painted. LR
- (v) LR was currently getting quotes for new hydro reception chairs. There needed to be a range of heights for different users. It was suggested that the covers were not of fabric, in order to prevent staining. LR
- (vi) There was a discussion about litter in the entrance area.

2 User Issues

- (i) JJ again thanked the centre for providing new signage and fencing in front of the bins.
- (ii) Pool closures – LR explained that there were ongoing pump failures and this affected water temperature. Similar there has been problems with the boiler, but this was now working fine. JJ outlined the problems that closure caused for groups such as the Richmond Back Pain Group.
LR would record pool closures and analyse to see if there was a trend up or down over time. LR
- (iii) Charges – JJ felt that the Centre should charge more for private physios.

- CS would ensure that this was considered at the next review of charges for 2017/18. CS
- (iv) There was a feeling that the open sessions were too expensive and that there should be concessionary charges. CS to consider. CS
- (v) It was noted that not all users were using blue overshoes. LR would ask lifeguards to be more vigilant on this issue. LR
- Dirt was also brought in by wheelchairs and pushchairs. There was a discussion on how this could be prevented.
- (vi) Operation of the hoist. There was concern about the turnover of carers and the lack of training for new carers. LR would look to make the training of carers in the use of the hoist a condition of hire agreements. LR
- LR reported that the hoist was more reliable than previously.
- (vii) DH still felt that the pool surround tiles were too slippery. LR to record any incidents caused by slipping on the tiles. LR
- 3 Centre Manager's Report**
- (i) New directional signs were about to be erected. LR
- (ii) LR was obtaining quotes for new beds. LR
- (iii) DH raised the possibility of adjustable wall seats.
- (iv) There was a comment about a group from Camden eating lunch on poolside.
- (v) CS explained the current arrangements for the Women's Friendship Group's usage on Sunday mornings.
- 4 Any other business**
- No items were raised.
- 5 Date of next meeting**
- Monday 7 November 2016 at 6pm at Teddington Pools & Fitness Centre. All



Centre Manager Report – Monday 8th May 2016

Equipment and Facilities

We have 5 new treadmills in the gym.

We have had lots of plant room issues recently so there has been quite a lot of replacements and refurbishments taking place. All 3 filters have had their 5 year refurbishment.

We purchased 2 new air conditioning machines in the spin studio and the blinds to create more of a spinning environment.

Staffing

We have employed a number of casuals over the last 6 months.

We have also recently employed a full time gym instructor and are recruiting for full and part time lifeguards.

Customer Service Excellence

The Sport and Fitness Services Section achieved the Customer Service Excellence accreditation in December 2015, so the next assessment will be in December 2016.

Marketing and Memberships

Currently we have 1079 direct debit members' and 135 annual memberships.

Our current promotions are:

- One month free for the member, one month free for the friend if you refer a friend who joins the centre
- 12 months for the price of 10 on all annual memberships

Programming

Swim Fit has been getting busier. Monday nights are normally full which is great news and we have added on a Wednesday evening.

We introduced Les Mills classes last April – these include Body pump, RPM and Body Attack. Unfortunately we have recently stopped RPM and Body Attack and offer similar alternatives.

Conclusion

Priorities moving forward:

- To continue increasing the budget performance by monitoring and close scrutiny of targets
- To keep memberships strong and memberships valuable

- To continue monitoring the cleaning closely since the review and changes
- To continue to analysis headcount figures so we are utilising all 3 pools as much as possible