

Lostock Hall Medical Centre

Patient FORUM – MINUTES – 8 JULY 2021

Attending:

Janet Cooper (Chair), Margaret Eckton, Ronnie Ribchester, Karen Higham, Benjamin Eaton
David Pearson (Practice Manager)

Apologies: Graham Hayes, John Plummer

The Patient Forum

- Karen and Benjamin were welcomed as new members and given an outline of the work and role of the Forum. The Terms of Reference was explained
- David said we are particular keen to find someone who could set up a on-line forum to allow patient consultations. Would need to comply with data protection rules

Practice Manager Update

- Covid. Outlined the practice approach during the pandemic. GPs and ANPs telephone triage. Now allowing patients to choose F2F. Due to large, spacious building the practice has been able to keep its doors open
 - Janet and the Forum thanked the practice for its caring, open approach
- Covid Vaccinations. The practice provided Phase 1 vaccinations (over 50 and health conditions) December 2020 to May 2021 in collaboration with Ribble Medical Group (RMG) colleagues, mainly at the Penwortham Cricket Club site. Staff worked a lot of overtime. Phase 2 vaccinations (under 50) not being given by RMG practices. Patients go to identified centres. A booster campaign will start in September
- Clinical Staffing. In addition to Dr Craven, the practice has 3 regular GPs – Dr Shaikh, Dr Khan and Dr Mohamed. Vicky McKelvie is the Advanced Nurse Practitioner who also leads on care homes. The practice has two practice nurses, Julie and Rebecca, and two Health Care Assistants, Debbie and Farida. Through RMG the practice also has access to a Clinical Pharmacist (Hafeeza Qadir) a Social Prescriber (Emma Greenhalgh), Trainee Psychologist (Jess Lee) and a First Contact MSK / Physio service
- Building and Services. The Forum was given a building tour of new clinic spaces that are now available and discussed plans to finish the building refit over the next year or two. The practice is now hosting an Abdominal Aortic Aneurism clinic, an ENT clinic and a Diabetic Eye Screening clinic
- Appointments. The demand after Covid is unprecedented. Phonelines across all practices are at times failing to overload. Patients are being encouraged to use the messaging system on the home page of the website
www.lostockhallmedicalcentre.co.uk for non-urgent requests.

Patient Forum Suggestions.

- It was commented that at times in the Waiting Room the sound tone to call patients in for their consultation is not very loud. David will investigate
- Some concern about lack of road markings in front of carpark entrance. David has logged with Highways but no response so far

Doctor-Doctor

- As part of the practice's aim to engage the local community in a range of heritage and arts wellbeing programmes, the first phase of the project to discover and celebrate memories of local health care, supported by the Heritage Lottery Fund, has come to an end. It has resulted in 5 community films, an exhibition, a publication and a range of lively workshops. Several members of the Patient Forum have contributed their stories
- An Artist in Residence scheme is now being explored with the Arts Council and Lancashire County Council Arts Development. A member of the Patient Forum will be asked to join the Steering Group

Date of Next Meeting 6.30pm Thursday 7 October