

LOSTOCK HALL MEDICAL CENTRE

Patient FORUM – MINUTES – Thursday 7 October 2021, 6.30pm

Attending: Janet Cooper (Chair), Graham Hayes, Ronnie Ribchester, David Pearson (Practice Manager)

Apologies: Margaret Eckton, Karen Higham, Benjamin Eaton

Chair's Welcome

- Janet paid tribute to Ruth Ryan who has decided to retire from the Forum

Practice Manager update

Covid Vaccinations / Flu Vaccinations

- Patients aged over 50 or with underlying health conditions are being offered Covid boosters 6 months after their 2nd dose. This time the vaccine station for our Primary Care Network (PCN) is Fishergate Hill Surgery
- There have been national delays with delivery of flu vaccinations. The practice will not receive until 18 October. Pharmacies always seem to receive earlier. The practice is investigating if it can get a better delivery deal next year if vaccinations are ordered jointly through the PCN

Staffing

- A new Pharmacist has been appointed through the PCN. Will carry out most medication reviews
- The practice is recruiting for another part-time Practice Nurse and Health Care Assistant. Practice Nurses are difficult to recruit because many are being attracted to work at a high rate of pay at Covid vaccination stations

Building and Services

- Continuing work with architect to develop plans for the building as a community well-being hub, with view to a substantial NHS grant application
- Practice to host hospital community frailty clinic from November

CQC Inspection

- The practice was inspected on 31 August and 1 September
- All of the Needs Improvement questions from the December 2019 inspection were successfully resolved, but some further questions were raised (mainly administrative)
- No allowance was made for disruption to services during the pandemic
- A new inspection process was trialled by the CQC in which the GP Inspector could view patient notes and raise questions about them. In the view of the practice (supported in part by the CQC Lead Inspector) this process was operated in a chaotic and unfair manner. A formal complaint has been made by the practice

- As things stand the CQC are refusing to change the practice's Needs Improvement rating. The practice is considering a formal appeal

Meeting the Accessible Information Standard

- A draft document exploring the means by which the practice could improve accessibility for people with a range of disabilities was circulated
- The practice is looking for a Patient Forum volunteer from existing members or new co-opted member to advise on simple ways the practice could improve accessibility and awareness of the needs of patients that are deaf or hearing impaired

Walk-In Clinic

- The practice is planning to trial in November a new form of clinic for meeting the high demand for on the day urgent appointments. Patients will be invited to attend a morning clinic with the Advanced Nurse Practitioner on a walk-in booked on arrival basis. Patient Forum members raised a number of key questions:
 - How will this clinic affect other patients attending the practice that morning e.g. phlebotomy or nurse clinic? Will it be crowded and chaotic? Will Walk-In patients worry why other patients are being called-in ahead of them? (Perhaps a phlebotomy clinic will be directed to an alternative waiting area)
 - Will Walk-In patients become frustrated at having an unknown length of wait? (In fact Reception should be able to give an estimate of wait time on arrival)
 - Will parents with young children become distressed with a long wait and distress other patients?

AOB

- Will the practice be providing well-man clinics? Practice agreed to investigate

Date of Next Meeting 6.30pm Thursday 20 January 2022