

Lostock Hall Medical Centre

Patient FORUM – Minutes – Thursday 24 February 2021, 6.30pm

Attending: Janet Cooper (Chair), Graham Hayes, Margaret Eckton, Ronnie Ribchester, Karen Higham

David Pearson (Practice Manager)

Chair's Welcome

- Janet thanked the practice and its staff for its hard work during the Covid pandemic and in particular for keeping the practice open and available as much as possible, made possible for the spacious accommodation
- Janet welcomed new members who then joined the meeting:
 - James Organ
 - Carol Organ

Practice Manager update

- Staffing
 - The challenges in recruiting and retaining GPs was repeated. But practice does have three regular Locum GPs – Dr Mohamed, Dr Khan and Dr Amr and continues to look for more
 - The nursing team is led by Vicky McKelvie, with Practice Nurse Julie and two Health Care Assistants Debbie and Nikki
 - Through its Primary Care Network (PCN) the practice employs a Social Prescriber, First Contact Physio and Pharmacist
 - Mental Health Workers will start soon
- Building and Services
 - The practice is now hosting Diabetic Eye Screening, Phlebotomy, AAA Screening, ENT, Minds-Matter and Community Frailty clinics
 - Additional consulting rooms have been equipped, partly through NHS Covid funding
- Appointments
 - The trial of walk-in appointments did not prove successful as attendance rate was very high and patients presented with multiple problems
 - Instead a greater number of on the day appointments are being provided wherever possible
- CQC
 - Inspection of August 2021 passed the practice on all items previously requiring improvement, but identified further issues and thus maintains the Needs Improvement rating. The principle issues are:
 - Induction (non-clinical) processes for locum staff
 - Audits of processes for incoming medical correspondence
 - Medication reviews
 - The practice accepts the first two issues need addressing (although feels the CQC failed to show any understanding of the pressures the practice has faced during the pandemic)

- The practice is continuing to dispute the validity of the criticism relating to medication reviews and has taken its complaint on the issue to the Health Ombudsman with the support of our local MP

Patient Forum Suggestions

- The practice should develop an Accessibility Policy. The Patient Forum will advise on a draft with an emphasis on improving communication with patients with hearing loss
- The practice should try to improve some aspects of the Waiting Room, in particular:
 - Placing seating closer to screens so that they can be seen better (although this proved difficult during the pandemic due to social distancing requirements)
 - Soften the space by adding further wall decoration and screening. (See artist commission proposal)
 - Assess how the appointment call chime can be made more audible
 - Address competing sounds of radio and screen sounds
- Where a telephone appointment with a clinician has led to the need for the patient to attend the practice urgently for a F2F appointment, it should be established what support frail / vulnerable patient needs from carers or family. This usually occurs, but agency locum GPs may need reminding that Reception can help with this process

AOB. The practice is investigating funding for an artist commission and the Patient Forum will be asked for their ideas

Date of Next Meeting: 6.30pm Thursday 19 May