

Lostock Hall Medical Centre – PATIENT FORUM

Minutes – 17 July 2024

Attending: Janet C (Chair), David P (PMgr), David B, Ronnie R, Carol O (plus 2 prospective new members)

Apologies: Graham H, James O, Margaret H

Minutes from last meeting

- Minutes approved. All items to be covered in the agenda

Membership

- David B stepping down because of local Labour Party business
- Proposed new members (attending):
 - Polly Bollenberg
 - Sarah Northcott
- Polly and Sarah welcomed to the Forum

Building developments

- Application submitted for NHS Improvements grant 28-Feb.
 - Not selected for funding for 2024-25, but will be considered again next March
 - Practice to consider other options

Bridgedale Primary Care Network (PCN)

- PCN querying whether will continue to support LARC (long acting reversible contraception) service that practice provides for the PCN

CQC (Care Quality Commission)

- Complaint by patient to CQC about delay in receiving results of MRI has resulted in Focused Inspection of the practice tomorrow (18 July). Practice view is that responsibility to inform patients of result of MRI results rests with Radiography Department at Royal Preston Hospital. Inspection will look at processes for protocols for information flow with hospitals, learning culture of the practice and process for handling complaints and significant events

Practice Projects

- **Prostate Cancer Screening.** As part of the requirement for PCN-led initiatives, the practice undertook a project to identify male patients with some risk factors that had not had a prostate specific antigen (PSA) blood test and invited them for a test. Uptake was high (partly because of publicity in relation to King Charles). Some patients had high PSA scores and this is now being investigated further
- **Support For Frailty.** Practices have been asked to send questionnaires out to patients aged over 50 with some risk factors for mild or moderate frailty. The questions ask patients to assess their mobility, ability to undertake personal and household tasks and other factors that might limit their ability to enjoy life independently. The responses are used to prioritise further support in the future
 - Carol O said she had received a questionnaire and what not sure it was well worded in relation to hearing impairment and wanted to know how the information on this will be used. **Action:** David P said he will look into this and get back to her

Forum – Raising Profile

- Notice board in Waiting Room now available for Forum to use
- Content of notice board to be planned and managed – Janet C
- Patient forum leaflet to be drafted – David P / Janet C
- LHMC to have Forum champion – David P
- Ideas about producing a Forum film needs further consideration
- On-boarding document and signing document needed for new members – David P

Date of Next Meeting in September – tbc. Not third Wednesday as MH cannot attend