

## **Lostock Hall Medical Centre – PATIENT FORUM**

### **MINUTES**

**28 January 2026**

**Apologies** – Polly, Sarah

**Attending** – Carole (Chair), Jim, Ronnie, Margaret, Janet, David (PMgr)

**Minutes from Last Meeting (Sep 2025)** - approved

### **Promoting New Members**

- Notice board in place including photo/bios of members and appeal for new members to make contact

### **Frequency of Meetings**

- Meetings to occur every two months - alternating
  - A brainstorm / ideas gathering without PMgr – informal minutes by Chair and reported at following meeting
  - A Forum meeting with the PMgr formal minutes, receives update from previous brainstorm / ideas gathering meeting

### **Patient Forum Coffee Mornings**

- Pilot coffee morning on 28-Nov-2025 did not attract any patients. Did not turn out to be a very busy morning and patients were reluctant to have a chat in a meeting room in case they missed seeing their call in message on the waiting room screens. But there was a useful conversation with the Social Prescribers, Emma and Anna
- Will try again but hold within the waiting room so patients can see screens and on a Tuesday when there are many patients arriving for blood tests
- Suggested date – 24-Feb-2025 10-12.30

### **Healthwatch Visit – 7 November 2025**

<https://wearepeoplefirst.co.uk/assets/page-images/Lostock-Hall-Medical-centre-report.pdf>

- Many thanks to Carole and Ronnie for speaking to the Healthwatch team
- Very complimentary report
- Agreed actions:
  - Install a dementia friendly clock in the waiting room
  - Install a Friends and Family paper response forms in the waiting room for those patients who do not want to use text feedback service
  - Clinicians to provide further information to staff when tasked to book appointments resulting from test results, to assist explaining to patients

### **Practice Staff Changes**

- Dr Hashmi started in December under a PCN scheme that can employ newly qualified GPs. She will be working Monday and Tuesday until the end of July

### **Bridgedale PCN & GP Federations**

- GP Federations are forming as larger groupings of GP practices to be able to participate in Neighbourhood health and wellbeing contracts as envisaged in the NHS 10-Year Plan
- Option being considered of joining either a federation being formed in Chorley & South Ribble and one in Preston

### **Building Improvements**

- A new Expression of Interest was submitted under the NHS Estate Improvement Scheme by the 31-Dec-2025 deadline after the Feb-2024 application failed to win funding
- The amended reduced cost scheme omits some of the architectural features such as landscaped garden, new skylights, additional garden entrance.
- Decisions are expected by 31-Mar-2026

### **Patient Forum Suggestions – Resulting from December ideas forming meeting**

- More frequent meetings – see above
- Coffee Mornings – see above
- Patient Suggestion Box to be positioned next to Patient Forum notice board
  - Practice will purchase

### **Date of Next Meetings (Wednesday 6pm – Waiting Room)**

- 25 March 2026 – Ideas Forming
- 13 May 2026 - Forum