

Lostock Hall Medical Centre – PATIENT FORUM

Minutes – 2 October 2024

Attending: Janet C (Chair), David P (PMgr), Ronnie R, Carol O, Jim O, Sarah N, Margaret H

Apologies: Polly B

Minutes from last meeting

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

Membership

- Margaret H welcomed attending her first meeting

Staff Changes – Update by Practice Manager

- Dr Khan is now taking a break for her maternity. We wish her and her family well
- Dr Rasool is increasing the number of sessions he works and a new Locum GP, Dr Mushtaq, has started working on Fridays
- A new Practice Nurse, Kirsty, has started in August and is engaged in a training programme

Building developments

- DP expressed frustration at lack of progress in receiving funding from NHS Improvement scheme. No useful feedback received to explain why application still on hold. No transparency about the schemes that have been funded and why they have been preferred. No recognition of the investment that has already been made. The opposite might be the case. Priority seems to be given to practices that have not previously invested
 - Discussion about how to gain wider support for the practice and the groundbreaking work that it is undertaking to engage the community and be a leader in women's health. **Action:** Sarah O to discuss best approach to raising awareness with local MP with Polly B and feedback
 - Discussion about best means to obtain more information about the schemes that have been funded and what can be learnt from this. Patient Forum members (through Chair) may want to consider an FOI request. **Action:** Jim O to make enquiries with contact who is Patient Rep on ICB Board
 - Recognition that funding available is unlikely to increase and therefore alternative approaches may be necessary. Pedestrian entrance should be a priority

Bridgedale Primary Care Network (PCN)

- Confirmed that PCN has suspended LARC (long-acting reversible contraception) service provided by the practice in evening and Saturday clinics. PCN averse to prioritising any service that is not mandatory. Can only be resumed if PCN or practice can
- Discussion with regards Additional Roles employed through the PCN, such as Paramedics, Physios, Pharmacists, Mental Health Practitioners, Social Prescribers, GP Assistants. Can undertake very useful work but practice clinicians concerned about the amount of time they need to spend training new inexperienced staff and the responsibility placed on them

CQC (Care Quality Commission)

- Focused inspection on 18 July in relation to processes for complaints, significant events and sharing learning amongst the team has resulted in a draft report with an overall assessment

of Good. The inspection appears to have resulted from a concern raised by a patient, despite the fact that the concern was shown to be unwarranted

Practice Projects

- **Cancer Screening and Early Diagnosis.** Working with PCN the practice is working on projects to audit patients with lung and pancreatic cancer to share learning on best approaches to facilitating early diagnosis. GPs and nurses are undertaking some additional weekend clinics to encourage more women to have their cervical cancer screening
- **Fibroscan.** The practice will be hosting some hospital fibroscan clinics in the community to scan patients with risk factors for liver disease

Forum Queries and Suggestions

- Carol O had a useful discussion with GP Assistant, Pat who is sending out questionnaires about Frailty to patients with risk factors. Carol and Jim are available to advise on future questionnaires that include questions about hearing impairment
- Sarah N told of her very positive experience in relation to referral by the practice to community pharmacy scheme
- Janet C told of her very positive experience of an asthma review with a Paramedic at the practice and encouraged the practice to continue to develop these new roles

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
- Polly B to advise on best approach to obtaining and sharing photos of Patient Forum members. Jim O provided a Consent Form for photographs

Date of Next Meeting – 6pm Wednesday 29 Jan 2025