

**LOSTOCK HALL MEDICAL CENTRE  
PATIENT FORUM MEETING – 27 September 2018 – 6.30pm  
MINUTES**

Attending

Doreen Singleton (Chair), Pat Cooper, Janet Cooper, Ruth Ryan, Ronnie Ribchester  
David Pearson (Practice Manager)

**Dardsley Preview Event on 21 July**

- Doreen S and David P thanked everyone for their hard work to make the event a success
- 320 people attended in all
- People generally said the plans for the new centre were excellent or good
- The building tour and health stands were the most popular elements
- Some great stories and names for future workshops and volunteer work were gathered for the Doctor, Doctor Project – see below
- Raffle, donations, etc raised **£156.25**. The practice will agree with the Doreen S the Chair how this money is used to benefit patients
- Concerns raised by participants mainly focused on recruitment issues for GPs

**Relocation of the Practice to Dardsley House**

- Walker & Sons appointed as builder
- Work starts on 1 October and should finish by end of November
- Aim is to open surgery late January, but this will not be confirmed until building work has been completed
- A CQC inspection will be required before the building opens

**Doctor, Doctor Project**

**Heritage Lottery Fund Project – Memories of Healthcare in Lostock Hall**

- Researcher Gill Ashcroft finding out more about Dardsley history, including the role it played in 1940 bomb attack on Ward Street and the tragic death of Dr Thomas Sharples in 1923
- Project Co-ordinator Belinda Scarlett has organised a Memories Workshop for 10.30am on Wednesday 3 October at Age Concern Friendship Centre in Lourdes Avenue. All welcome
- Project Steering Group meeting on 23 November. Pat C hopes to attend

**Practice Update – Practice Manager**

- Dr Gul working regularly with us again on Fridays
- Dr Atalabi and Dr Webster doing some Thursdays
- ANP Julie Feeney leaving 31 October – 3 candidates being interviewed for the role
- Practice Nurse Bav Parmar on maternity leave from 31 July. Had a little girl, Zana. Practice Nurse Suzanne Clarkson started 22 August, being supported by a range of experienced nurses from other practices
- Some discussion followed about the difficulties of recruiting and retaining key clinical staff in an environment of chronic clinical staff shortages across the NHS and the impact it has on waiting times for appointments. The key points from the discussion were:

- The difficulty in recruiting a permanent GP to work alongside Dr Craven means that there is a waiting list of 3 weeks to see her, unless booked on the recommendation of another clinician. The waiting time for regular GP Locums is less than 2 weeks, but many patients prefer to wait to see a GP that knows them better, adding to the queue
- Waiting times in clinics for Dr Craven can be long because the patients that see her come with multiple problems
- Patients can nearly always obtain an appointment on the day for acute problems with an Advanced Nurse Practitioner, who is able to prescribe, resolve many issues, refer according to protocols, order tests and investigations, consult with GPs and arrange for an urgent appointment or telephone consultation with a GP when appropriate
- Patients are given urgent appointments with GPs if required because of a test result.
- ANPs triage requests for home visits, dealing with many of them safely over the phone. A GP usually does 1 or 2 urgent home visits per day
- Patients can pick up on cancellations by using the on-line booking system and can look out for Saturday clinic appointments when they become available from the previous Saturday
- The practice is confident it will be able to attract and retain staff better in its new centre
- Reception staff are being trained to ask patients to provide the reason for their appointment so they can be referred to an alternative service when appropriate e.g. pharmacy for insect bites
- The practice is collaborating with neighbouring practices in schemes to employ other clinicians to help with the GP work load – see below for an example
- In the new centre a new phone system will better handle in-coming calls
- The practice hopes to recruit a Clinical Pharmacist in collaboration with neighbouring practices (Ribble Bank Medical Group - RBMG)

### **Membership of the Patient Forum**

- The Forum welcomed Ronnie R as a new member. He has recently retired from being a Health Care Assistant at Blackburn Hospital
- The group reiterated their shock and sadness at the untimely recent death of much valued member and friend, David Wooldridge. David P attended the funeral on 17 September
- Members will continue to see if any other patient would like to join, presenting suggestions to Doreen S and/or David P

### **Dates of Next Meetings**

- Wed 7 November joint meeting with RBMG groups – 6.30 Longton Medical Centre – all welcome – details to follow
- Thur 10 January – Patient Forum