



PATIENT FORUM

Minutes - 28 March 2019

Attending:

Janet Cooper (Chair for the Meeting), Pat Cooper, Ronnie Ribchester, Margaret Eckton, Graham Hayes

David Pearson (Practice Manager)

Apologies: Doreen Singleton (Chair), Ruth Ryan

- The group welcomed Graham to his first meeting
- Ronnie and Doreen were thanked for assisting the practice relocate to its new home

Dardsley Update by Practice Manager

- The practice closed for the last time at 410 Leyland Road on Friday 15 March, moved into Dardsley on Saturday 16 March, prepared the site for opening on Sunday 17 March and successfully opened at Dardsley on Monday 18 March
- The Practice Manager paid tribute to the hard work of the staff team
- Some elements of the refurbishment are not yet completed, but should be resolved by the end of April:
 - Exterior Lostock Hall Medical Centre lit sign over the entrance (a temporary banner is in place in the meantime)
 - Glass covering for the entrance canopy
 - Graphics for the Reception Desk
 - Aluminium windows for the Waiting Room
 - Markings for the carpark
- Street signage adjoining the entrance gate will require a planning application. The Forum asked if hashing could be added on the road to encourage traffic not to block the entrance. This will be investigated at the same time
- Some teething issues with the new phone system were discussed. It is expected that most patients will prefer a system that tells them their place in the phone queue, although one patient has complained about it. No phone should now ring unattended, as staff can log out the phone when leaving their desk
- The Forum had a tour of the whole site. It was explained that rooms 8-16 in the extension block are not yet fully in service. Some rooms will be used for wellbeing courses, group consultations, Mindsmatter consultations, Quit Squad smoking cessation sessions, baby feeding and patient meetings with the Senior Receptionist or Practice Manager
- It is still the intention to establish a pharmacy in this part of the building

Ribble Medical Group Patient Forum

- A number of members of the LHMC Patient Forum attended the joint meeting on 26 February at St Fillans Medical Centre
- The next meeting will be in May at Fishergate

Doctor Doctor

- The project continues to collect memories and stories about healthcare in the local area in the past and the long history as a medical centre of Dardsley
- An event was held at Dardsley on Friday 22 March to record memories as sound recording and on film. A further event is planned for June
- Some great photographs have been discovered of Dr Thomas Sharples and Dr Sydney Sharples who previously owned Dardsley, such as this image taken in the garden in about 1914 (with their wives?)



- Volunteers are sound recording some memories in the homes of local residents. All recordings are being added to the national archive being developed by the University of Manchester

Date of Next Meeting 6.30pm – Thursday 27 June 2019

RMG Meeting: 6.30pm – Wednesday 15 May 2019 - Fishergate