

## **Patient Forum – Lostock Hall Medical Centre**

### **MINUTES – 13 Sep 2023**

Attending: David P (Practice Mgr), David B, Graham H, Ronnie R

Apologies: Janet C (Chair), James O, Carol O, Margaret H (new member)

#### **Minutes from last meeting and items pending**

- Minutes approved, all items to be covered in agenda

#### **New Members**

- Margaret H to join

#### **Staffing changes**

- David P updated patients on staffing changes
  - Phil Isherwood a MSK Advanced Practitioner

#### **Building changes**

- Process for applying for funding for Phase 3 building improvements has restarted

#### **Primary Care Network – PCN - Bridgedale**

- Under Additional Roles Reimbursement Scheme (ARRS), PCN funds shared staffing
  - Pharmacist team
  - Mental Health Practitioner, Associate Psychological Practitioner
  - Social Prescribers
  - Nurse Associate
  - First Contact Physio
  - Paramedics
- Under Enhanced Access scheme, practice is providing Tuesday evening and one Saturday morning in 4 appointments
  - Practice trialling women health appointments on trial basis until October. Then review
  - Other nurse appointments, in particular diabetes

#### **Flu & Covid Vaccinations**

- Practice now inviting patients for flu vaccinations, starting with oldest patients
- Covid vaccinations soon at Ryan Medical Centre – booked through National Booking System

#### **Women's Health Event – 24 June**

- Big thanks to David, Ronnie, James and Carol for assisting on the day
- Good attendance and those that attend take part in everything
- Battle of Bamber Bridge anniversary event on the same day may have affected turnout
- Report on the event sent to key stakeholders. Will be shared with Patient Forum

#### **NHS 75<sup>th</sup> Anniversary**

- Graham H with patient Mable Hartley and David P gave interviews about memories and stories about healthcare at Dardsley for BBC Radio Lancashire in July as part of their day on the anniversary

#### **Artist in Residence**

- Cath Ford event on 20 July enjoyed by all those who attended

**Patient Forum & Patient Feedback**

- Carpark entrance can be a bottle neck.
  - Can a mirror be provided across the road to help exiting?
  - Can carpark sharing be agreed with British Legion
- Patients receive text invites to give feedback after appointments. 90-95% rate positively each month. Negative comments mainly about having a long wait to be seen on the day
  - Can practice obtain statistics on waiting times
  - Look to give message on the waiting room screens apologising for occasional delays

**AOB**

- Dr Craven has been appointed to the role of Women's Health Lead for Lancashire & Cumbria, working one day per week

**Date of Next Meeting** – 6pm Wednesday either 6 December or 13 December