

LOSTOCK HALL MEDICAL CENTRE

Patient FORUM – MINUTES – 3 DECEMBER 2020

Zoom Meeting

Attending: Janet Cooper (new Chair), Margaret Eckton, Ronnie Ribchester, John Plummer, David Pearson (Practice Manager)

Apologies: Graham Hayes

The Patient Forum

- All expressed their sadness at the death of Pat Cooper and remembered what a great asset she was to the Patient Forum, the DoctorDoctor project and a much loved member of the community
- John Plummer was welcomed to the Patient Forum as a new member

Staff Update

- GP team now working with Dr Craven – Dr Shaikh (male), Dr Khan (female), Dr Mohamed (female)
- Nurse Practitioner Vicky McKelvie leading nursing team with new Practice Nurse Rebecca Young and Health Care Assistant Debbie Lowe
- Through our Primary Care Network we employ
 - Clinical Pharmacist Hafeeza Qadir – carrying out medication reviews with patients
 - Social Prescriber Emma – helping patients through linking them to support and community services
- Janet Strange leads our Reception team and Denise Yarwood our admin and referral team

Covid and Covid Vaccines

- Practice closed its doors at the height of the Lockdown, but has decided to keep them open now. There is plenty of space in the Waiting Room and some clinics are brought in through a rear entrance
- The Covid outbreak at Willowbrooke Care Home was very upsetting for all concerned
- All staff wear masks whenever close to patients
- Since the summer the practice has resumed close to normal service, although with most GP appointments carried out (at least at first) by phone, supported with video or photographs

- Social Prescriber Emma, supported at times by medical students, has rung up and supported many of the most vulnerable patients
- Janet said that patients have really appreciated the fact that the practice has done its best to maintain services during difficult times and to keep its doors open when many other practices have kept their doors closed
- Patients have done their best not to attend the practice when exhibiting Covid symptoms
- The practice has done its best to keep staff safe by spreading out offices, wearing masks and reducing face to face meetings.
- Two staff have tested positive so far during the pandemic but an outbreak amongst staff has so far been avoided. Staff continue to work so hard with bank holidays and staff training days often being cancelled but with no complaint
- Plans are underway by our Primary Care Network to vaccinate patients for Covid from a shared (non GP practice) site to start before Christmas for patients aged 80+. Two doses are needed, 21 days apart.
- Most present at the meeting felt they would be vaccinated
- Demand for appointments is very high and the phones very busy

CQC

- The CQC reviewed the practices Covid risk measures in June and considered them to be sound and innovative
- The practice's disappointing Needs Improvement result from its December 2019 CQC Inspection because of some record keeping gaps, led to the practice submitting a large body of evidence over the summer as a prelude to a re-inspection. The practice is confident it can obtain a Good overall rating
- However, all CQC inspections are on hold because of the pandemic, probably until May 2021, so frustratingly the Needs Improvement rating cannot be updated for the meantime
- The CQC carried out an annual checking process and wrote a very complementary letter about the practice and encouraged the practice to share it. It is on our website

www.lostockhallmedicalcentre.co.uk/news.aspx

Building Developments and New Clinics

- During the last few months two additional clinic rooms have been fitted out in the extension, one with some NHS Covid grant support

- The practice has now received another grant of £15,400 from the NHS Covid Capital Fund for further improvements to the building that will enhance social distancing and infection control. A third new clinic room will be added and an additional entrance and waiting room at the rear of the building
- The practice is now hosting an Abdominal Aortic Aneurism screening clinic one day per week and from January will host a First Contact Practitioner (MSK) clinic (through our Primary Care Network) that will enable patients to be seen more quickly for musculoskeletal problems without taking up GP appointments

Primary Care Network (PCN) – Ribble Medical Group

- The practice is working collaboratively with six other local practices in our PCN – Beeches, Fishergate, Kingsfold, St Fillans, Longton, New Longton
- Our new Clinical Pharmacist and the planned First Practitioner (MSK) service are examples of PCN led schemes
- We are working as a PCN to vaccinate patients for Covid-19
- Dr Craven will be leading a Population Health Management project from January on behalf of the PCN that will focus preventing / delaying decline in health for moderately frail patients aged 65-75 (especially the socially vulnerable) through medication reviews and community support

Doctor, Doctor – Memories of Healthcare project

- Exhibition launch had to be cancelled because of Covid
- The special edition of the Lostock Hall Magazine has been distributed to many people
- Pat Cooper's memories feature in both the magazine and the exhibition, as does the 1905 doctor's bill from Dardsley provided by Graham Hayes
- The three community films can be seen on the website: www.doctordoctormemories.co.uk
- A filmed tour of the exhibition will be available soon

Patient Forum Suggestions

- None at this meeting

Date of Next Meeting – Propose: Thursday 11 February 6.30pm