

Lostock Hall Medical Centre – PATIENT FORUM

Minutes – 5 March 2025

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

Apologies: Ronnie R

Minutes from last meeting

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

Retiring Member

- Special thanks noted for Graham H for his work with the Forum over the last few years

Staff Changes – Update by Practice Manager

- Dr Khan is now returning after a break for her maternity. Dr Annum has been covering during the interim
- Margaret H happy to meet with PCN Mental Health Practitioner, Theresa, to support her in her role

Building developments

- DP expressed continued 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:** Raise with local MP when visiting, in particular in relation to Lanes housing development from 2027 (see below)
 - Discussion about best means to obtain more information about the schemes that have been funded and what can be learnt from this. **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)

- PCN now able to employ additional funded roles. ANPs to start soon. Recently qualified GPs later in the year

MP Visit

- New local MP Maya Ellis to visit the practice on 12 March. Thanks to Polly and David B for proposing it

Practice Projects

- Group Consultations for Women's Health – details to follow

Forum Queries and Suggestions

- Sarah N told of her very positive experience in relation to referral by the practice to community pharmacy scheme. DP mentioned Pharmalogic who are offering telephone / video consultations
- Dr Craven is interested in the Forum co-ordinating Health Walks from the practice.
 - **Action:** Janet will consider

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 Forum champion – Reception Team Leaders Janet & Anita and Receptionist Vicci there to help
- Polly B took photographs of all those attending for use in publicity. David will circulate consent form

Date of Next Meeting – 6pm Wednesday 11 June 2025