



PATIENT FORUM

Minutes - 27 June 2019

Attending:

Doreen Singleton (Chair), Janet Cooper, Pat Cooper, Ronnie Ribchester, Margaret Eckton, Graham Hayes

David Pearson (Practice Manager)

Apologies: Ronnie Ribchester, Ruth Ryan (but sent some suggestions)

Previous Minutes

Approved

Patient Forum Membership

It was agreed that two or three additional members should be recruited.

Cllr Carol Wooldridge declined an invite to join the Forum because of other commitments but offered to provide informal advice when needed.

Action: David to draft an ad for Facebook and Waiting Room

Completion of Building Work

The items highlighted as outstanding have now been completed:

- Lit signage over the entrance
- Glass covering for the entrance canopy
- Graphics for the Reception Desk
- Aluminium windows for the Waiting Room
- Markings for the carpark including disabled parking

The architect is in conversation with the planning department regarding a roadside sign next to the entrance gate.

New Clinics

- In addition to Physio and Diabetic Eye-Screening clinics, the practice will soon be hosting Desmond Diabetes education meetings for patients with type 2 diabetes. A Diabetes Prevention clinic was piloted during June and is likely to be repeated
- Patients have been encouraged to host Wellbeing / Mindfulness classes hosted at the practice and run by fellow patients
- Further clinics will be hosted once additional rooms have been equipped
- Patient Forum members confirmed their support for Extended Access regular nurse/HCA clinic evening clinics on Tuesdays until 8.30pm starting from 2 July

4th July 6.30pm Celebration Event

- David highlighted the programme planned for the evening. Patient Forum members will attend

Patient Forum Service Suggestions (some provided as a note by Ruth)

- Saturday GP clinics should be made more widely known, not just on the website
 - **Action:** David to publicise on social media and waiting room screens
- Waiting Room screens should 'ping' when patients called in (sound been turned off by reception staff?).
 - **Action:** David to resolve
- Patients would like a clock in the Waiting Room
 - **Action:** David to arrange
- Waiting Room needs notice board and leaflet holder
 - **Action:** David to resolve
- Some confusion where to sign in on arrival
 - **Action:** David to investigate
- Patients with mobility aids find slope on exit from Waiting Room to consulting rooms a challenge
 - **Action:** David to seek advice

Primary Care Network – Ribble Medical Group

David highlighted progress on establishing the PCN and outlined forthcoming initiatives:

- Social Prescribing
- New Clinical Roles
- Joint PPG (Patient Forum) – members of the LHMC Patient Forum all voiced their opinion that such a group must not replace this group

Doctor-Doctor

- Workshops to collect community memories of Dardsley and GP healthcare in the area have continued. Two have included filmed interviews. A Doctor-Doctor film will be played on 4th July.
- The 1887 plans of Dardsley have now been conserved. Dr Craven's consulting room was once the doctor's Drawing Room
- Some great photographs have come to light including this picture provided by Dorothy Blackburn of doctor's wife Agnes Sharples, housekeeper, maid and driver Fred Brown (Dorothy's uncle)



Date of Next Meeting 6.30pm – Thursday 3 October 2019

RMG Meeting: tbc