

Lostock Hall Medical Centre

Patient FORUM – Minutes – Thursday 19 May 2022, 6.30pm

Attending: Janet Cooper (Chair), Graham Hayes, Margaret Eckton, Karen Higham, James Organ, Carol Organ

David Pearson (Practice Manager)

Apologies: Ronnie Ribchester

Chair's Welcome

- Janet congratulated the practice on achieving a Good in all areas result from the **CQC Inspection** in April

Practice Manager update

- Staffing
 - With the departure of Dr Shaikh in January, the practice is pleased to report that Dr Muhammad Rasool is now working for the practice on a regular basis
 - Through its Primary Care Network (PCN) the practice employs a Social Prescriber, First Contact Physio and Pharmacist. These posts are all currently vacant but should be refilled again soon
 - Through the PCN the practice now has access to a Mental Health Practitioner and a Trainee Psychologist who can undertake some reviews to help patients with mild depression / anxiety
- Building and Services
 - The practice is developing a funding bid for the NHS Transformation fund for further improvements to the site. Work is expected to start spring 2023

Patient Forum Suggestions

- Janet has provided some improved wording for the draft Accessibility Policy. Additions are needed to the new patient questionnaire to clarify any special communication needs that patients may have. **Action:** Practice to draft updated new patient questionnaire
- Forum members feel the practice should review layout of the Waiting Room in light of the relaxation of Covid guidelines. **Action:** Practice to improve Waiting Room layout

AOB. The practice has applied for funding from the Arts Council in partnership with local arts organisation, Culurapedia, for artist commission to work with patients to develop an artwork for the building. The result of the application is expected to be know by the end of June

Date of Next Meeting: 6.15pm Thursday 15 September