

## **Lostock Hall Medical Centre – PATIENT FORUM**

### **24 September 2025**

Attending: Sarah N, Polly B, Ronnie R, Carol O, James O, Margaret H, David P (Practice Manager)  
Apologies: Janet C

#### **Minutes from Last Meeting (June 2025)**

- Accepted

#### **New Chair**

- Carol Organ agreed to take on the role and this was supported by all

#### **New Members**

- Sarah N will pass on details of a friend that would like to join to Carol

#### **Staff Changes**

- None since June

#### **Bridgedale PCN**

- The Forum was reminded about the role of the PCN of 5 practices in the area, in particular in relation to employing Additional Roles Reimbursement (ARRS) staff and co-ordinating Enhanced Access (evening and Saturday clinics)

#### **Practice Projects**

David P outlined:

- Prostate Cancer work – an audit of men diagnosed with prostate cancer in the last 2 years and learning discussion for practice clinicians, funded by the Cancer Alliance
- MacMillan Cancer Coffee Morning for staff – staff baked cakes and donated £115 to the charity. Possible option to do for patients with help from Patient Forum

#### **Women's Health**

- Dr Craven Clinical Lead for Women's Health for Lans & S. Cumbria ICB – has come to an end after two years. Dr Craven disappointed at lack of progress because:
  - ICB locked the funding
  - ICB so far has not commissioned much in the way of new women's health services in primary care nor left shifted funding from secondary care to reduce waiting lists
  - The government removed the KPIs on establishing Women's Health Hubs
- But in her unfunded role of Women's Health Champion, Dr Craven will continue to lobby for change
- Women's Health Group Consultations Dr Craven has led the second group consultation sessions that enabled 7-8 women to discuss, share and learn from each other, as well as agree individualised care plans. A future session is planned for women recovering from breast cancer.
- Volunteer Women's Health Champion scheme.
  - With a small grant from the local authority, the practice has hosted training sessions for local women led by Kay Johnston from the Larder (Dr Craven acting

as an advisor), on nutrition, exercise, mental health, wellbeing and women's health.

- Those attending received a certificate as a Women's Health Champion
- Three Champions have now begun to share what they have learnt with further meetings of local women at the practice
- Polly B from the Forum explained progress on the sessions she is now leading on Mondays. The next meeting is on 29 September, with an update from the Samaritans, and Forum members (female) were encouraged to attend and invite others

### **Building Improvements**

- The ICB has finally agreed to offer some advice on the application for NHS Improvement grant funding for the final phase of development of the practice building that has been put on hold
- The architects have been asked to develop a simplified scheme so that a new application can be made

### **Forum Suggestions, Concerns and Ideas**

- Sarah N told about a friend directed to the practice by a pharmacy at the end of the day and unable to obtain help.
  - Action: David P to try to investigate further
- Several queried the seating layout in the waiting room in relation to information shown on the screens.
  - Action: David P to discuss with Reception Team
- James O asked if we can get double yellow lines on the road near the carpark entrance to discourage parking there and facilitate exiting the car park.
  - Action: David P will investigate but reminded that these processes can be very slow
- Carol O is interested in holding some occasional brainstorming meetings so that Forum members attend with a clearer set of ideas.
  - Action: David P will provide Carol with email list to make contact to see who would like to attend and when
- Margaret H and Polly B – can the practice link up with Lostock Hall in Bloom?
  - Action: David P to investigate. Forum to assist – Ronnie?

### **AOB**

- From 1 October all practices will need to provide patients with the ability to make contact online for non-urgent issues. The practice has had this facility in place for the last few years

### **Date of Next Meeting**

Wednesday 6pm in January 2026, not the third in the month. David P to circulate dates