

Lostock Hall Medical Centre – PATIENT FORUM

9 September 2026

Attending: Carole (Chair), Jim, Janet, Polly, Margaret, Sarah, David (PMgr)

Apologies: Ronnie

Minutes from Last Meeting (May 2026) - approved

Patient Forum Coffee Mornings

- Carole will circulate dates to team members to pick next one
- Jim, Carole, Polly will attend/ help at MacMillan Coffee Morning for patients on Tuesday 15 Sep

Patient Forum Ideas

- Water cooler in waiting room
 - Other practices in PCN do not provide. Only for staff
 - Cost of paper cups, etc not insignificant
 - Many people carry water and this should be encouraged, especially on hot days
 - Waiting room has air conditioning
 - Investigate a bottle refill facility
- World Cup children colouring sheet activity – a success
- Walking group – Margaret discussed St Fillans weekly walk with organiser Sue James
 - Margaret and Sarah to attend St Fillans walk and then try out walk inviting Patient Forum from LHMC
 - Next step invite patients to attend two planned walks and see how it goes

Patient Suggestions from Suggestions Box

- Bigger font for information on waiting room screens. Seating to be rearranged to be nearer screens
- Waiting room artwork – needs to show wheelchair user. Does show patient with walking frame
- Text patients if clinics running late
- More appointments / not advertising for more patients

Bridgedale PCN & GP Federations

- Lancashire Feds explored bidding for ICB Procurement of Community Gynae service but decided budget insufficient. Result to be confirmed 25 October
- Other procurements may be applied for in the future

Practice Manager Update

- Three Salaried GPs now working 2 sessions each per week, two previously worked as GP Locums
- Practice still trying to understand reasons why not successful in applying for NHS Improvement Grant again. LMC advising and trying to get clarity from ICB

Date of Next Meeting – 6pm Wed 2 December