

LYME BAY MEDICAL PRACTICE.

MINUTES OF THE P.P.G STEERING GROUP MEETING HELD ON TUESDAY 20.9.22 at 2-.30P.M

VENUE: LYME REGIS FOOTBALL CLUB.

1. Welcome and Identification of Participants present.

Jane Tait- Manager Lloyds Pharmacy

Amanda James- Practice pharmacist

Theresa Larcombe – Manager Jurassic Coast Primary Care Network Pharmacists
(and a pharmacist)

Jim Gammans- Engagement and Communications Coordinator.- Dorset.

Sarah Hill Practice Manager

David Hardman- Co- Chair

Shirley Williams

Caroline Powley

Ariadne Horn

Charles King

Elaine King

Caroline Aldridge

John Best

Chris Boothroyd

Gill Bailey (first meeting)

Colin Bowditch (first meeting).

2. Apologies.

Joanna Scotton – Secretary

Dave Edwards – Co- Chair

April Boyle- Practice Manager

Angela and John Tucker

Jane Mansergh

Vicci Stocqueler

**Unfortunately nobody felt able to act as Minute Secretary for the meeting.
Therefore the minutes are a very inadequate reflection of members
contributions and questioning, as the Chair was unable to focus successfully on
leading the meeting as well as recording the very large number of contributions.**

3. Prescriptions and Pharmacy

The chair welcomed the two pharmacists and the pharmacy manager of Lloyds. The pharmacists, Theresa and Amanda, outlined their roles and the services provided. Theresa informed the meeting that the Jurassic Coast PCN employed 4 pharmacists. The meeting tried to get its head round the use of coding, clinical awareness, and accessibility to medical information by clinicians, pharmacists and others. Amanda James (the pharmacist employed by the practice) took up post on June 1st and has a 0.6 appointment (3 full days a week Wednesday-Friday). There were queries as to why she was not presently operating for part of her time in Charmouth. It was confirmed that this is due to be rectified in the near future.

Jane Tait described some of the issues at Lloyds caused principally by the shortage of 'commercial retail 'pharmacists and how this impacted on services and patients. She was pressed on why the pharmacy had to remain totally closed when no pharmacist was available.

Many points were raised around some of the difficulties of repeat prescriptions, changing medication, communication between secondary providers (hospitals, consultants etc) and primary care, including prescription services. It was suggested that Gill Bailey who raised many general as well as pertinent personal experiences should have a conversation with Sarah Hill at the end of the meeting.

ACTION- Sarah Hill and Gill Bailey- an initial conversation took place at 5 pm.

After a prolonged discussion period Jane, Amanda and Theresa were thanked for their contributions and prior to leaving the meeting agreed to return again at a future date.

ACTION- PPG Steering Group- Future Agenda Item.

4. PPG Update and Youth Participation.

Jim Gammans centred his opening remarks around the new Integrated Care System (Health, Social Care, Voluntary Sector). This prompted some probing questioning out of which came a recognition that the significant signposting role of the reception staff at the practice would now be more demanding. Were they being trained for this? Jim had less time to address the development of Youth participation in PPGs across Dorset but concluded by stressing their real value and hoped PPGs would include them in discussion and planning. At this point he left to go to another meeting.

5. Matters arising from the Minutes of the Last Meeting.

a) Welcome Cafe and Lyme Regis Development Trust.

Caroline Powley reported on the work of the Welcome Cafe and briefly outlined a new initiative by the Trust. The Development Trust was acutely aware of the impact of the cost of living crisis and energy issues on many residents and was seeking to address this by offering what they describe as a Warm Cafe Initiative. This will be open -Tuesday to Friday 12-3.30pm for tea, coffee, biscuits. The Museum will be offering the same provision on Sundays.

b) CQC Inspection.

Caroline Aldridge voiced her concerns over the nature of the feedback provided by the Chair to the CQC and the general procedures adopted by the CQC. It was agreed that Caroline and John Best would present a note of concern to the next meeting, which, if approved by the Steering Group, would be sent to the CQC Inspection Team.

Action- Caroline Aldridge and John Best.

c) Update on the Local Hospice Initiative- 'Simon's House'

The Group was referred to the short paper circulated with the agenda. Dr Sophie Olszowski indicated that the "three counties model" was the preferred option. Abbeyfield which was of some initial interest is being sold by auction on Oct 6th (venue Axminster Guild Hall). Valuations of Abbeyfield have ranged between £1.2-£1.6 million.

d) Funding for website /I.T practice support and I.T specialist on PPG.

It was noted that practice funding was available. Charles King 'our I.T specialist stressed yet again the value, indeed necessity, of a constantly updated and fully informative website. He provided us with the helpful mantra 'we don't know what we don't know' A comprehensive and accurate website was essential. (see later item)

e) PPG Minutes

Sarah Hill confirmed that the minutes of the last PPG meeting had been circulated to ALL members of the Practice and this would continue to happen.

f) Carer support issues and named GP matters- April Boyle.

This item had been carried forward from the last two meetings and it was disappointing that April had not managed to respond to the email request from the

Chair for a written response which could have been circulated with the Agenda prior to the meeting.

Action – April Boyle

6. Practice Report.

Sarah Hill had been on leave but promised that a written report would be sent out with these minutes.

Action Sarah Hill (Joanna Scotton)

7. Update from the Communications Sub Group.

The Chair thanked all members of the group for its prodigious efforts over the last two months, not least the drive provided by Chris Boothroyd and the work and time given by Charles King and John Best.

Chris B circulated a breakdown of the main topics on the website (36 in all) and asked PPG Steering Group members to select 2 or 3 topics and review them (guidelines at the bottom of the circulated sheet). Returns should be forwarded to Charles King.

Action - PPG Steering Group members (Joanna Scotton/ Chris Boothroyd to circulate Website Content sheet to absent members. Charles King to edit/ collate responses)

CB referred us to the previously circulated papers and stressed that the sub group were unanimous that the Practice should prioritise :-

- * Leaflets racks in both surgeries and Libraries
- * Rolling Display Screens in both surgeries - (Sarah Hill confirmed that finance was not behind any hold up)
- * Clinical presence at PPG Steering Group meetings (a matter the Chair had also identified in his written response to the CQC Inspector).

Action Sarah Hill and Administrative Staff

8. Details of Practice Plans for required extended hours at both Lyme and Charmouth

This requirement from Oct 1st was recognised by the Practice but no clear decisions and information was as yet available. 'Watch this space' is perhaps the best summary.

Action- Sarah Hill, Dr Forbes Watson

9. Flu Clinics and Volunteers.

Caroline Powley informed the meeting that the first two sessions had volunteer cover but asked for help with regard the clinic on Sat. Oct 22.

Action- Volunteers to contact Sarah Hill.

10. Red Post Box Card responses from Patients.

Caroline Aldridge reported that, as expected, there had so far been minimal usage. It was anticipated that this would increase as awareness grew.

Continuing Action- Caroline Aldridge.

11. Clarification of October and November Meetings

Please see note at end of the Agenda.

12 Mental Health Public Meeting Oct 26th 7pm Woodmead Halls..

CB referred members to the advertising papers he had circulated. He was thanked for all his efforts to assemble a team of specialist panellists and a distinguished Chair. Members were asked to publicise the event as widely as possible and to offer help on the evening. Caroline A. reported that it was expected/ hoped that there would some 'leniency' in terms of parking charges.

Action- All PPG Steering Group members

13. Dates of Next Meetings.

- * Wednesday Oct 26th at 7pm - Public Open Meeting at Woodmead Halls, 'Mental Health Service for Young People and Adults'.
- * Tuesday Nov 22nd – 7.00 p.m. - AGM open to all patients
Venue – Lyme Regis Football Club
Speaker- Dr Forbes Watson- 'The future of GP services'

Meeting closed at 5pm.

Minutes – David Hardman, Chair.